

IC Ticket Report with Category Summary

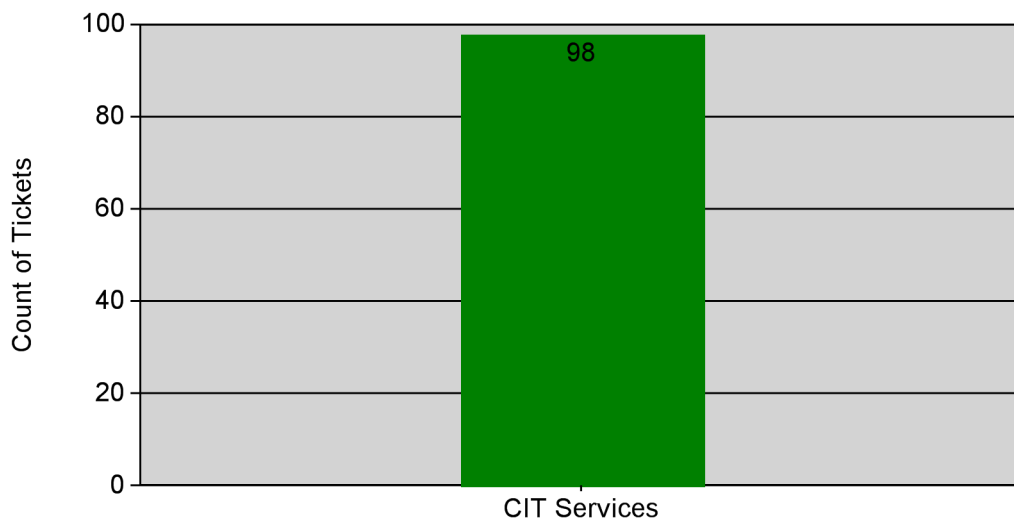


For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



Anonymous		98
CIT Services		98
Accounts	2	
CIT Categories	1	
General Information	94	
Telecommunications	1	

IC Ticket Report with Category Summary

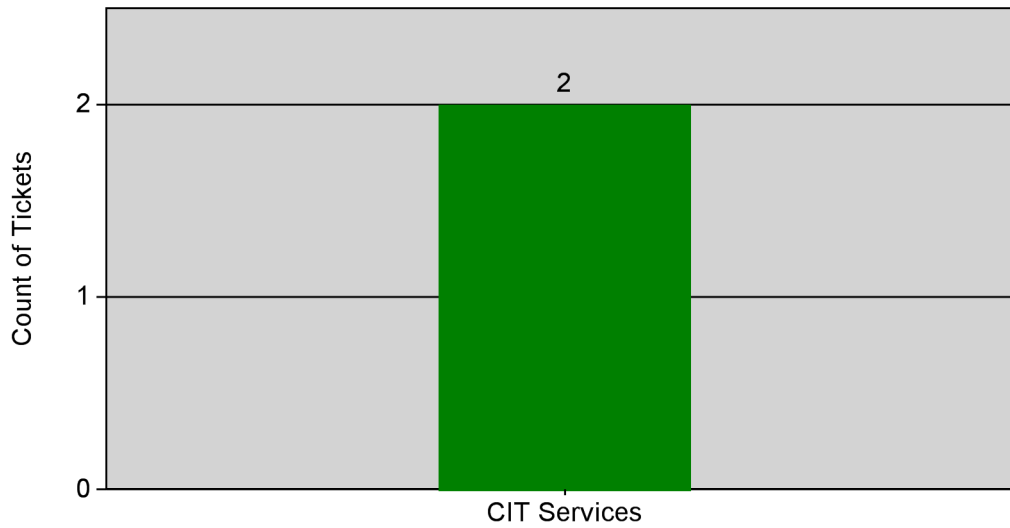


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Tickets By Category Summary



AoA	2
CIT Services	2
CIT Categories	2

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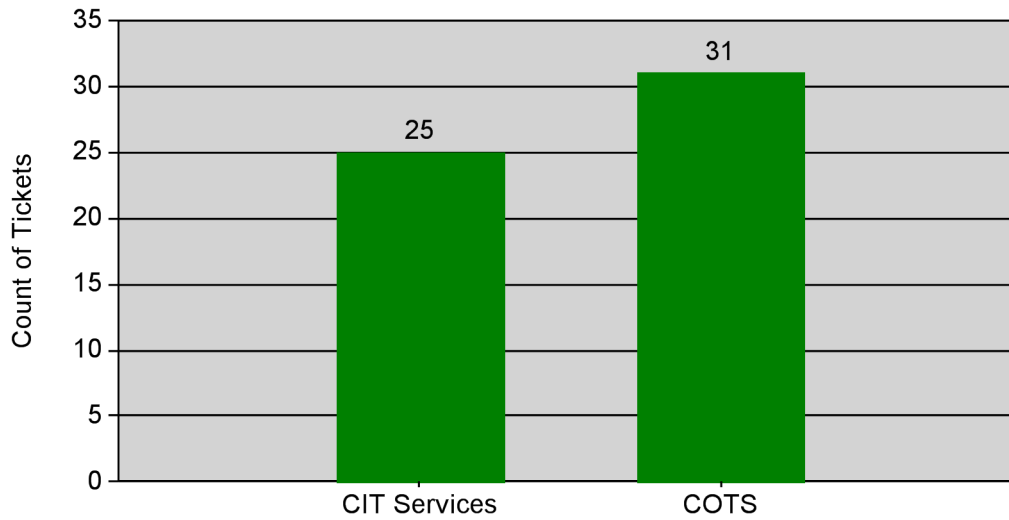


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Tickets By Category Summary



BCRS		56
CIT Services		25
Accounts	6	
Back Office Support	8	
Connectivity	1	
Email	6	
General Information	3	
Wireless Services	1	
COTS		31
Application Support	18	
Hardware	13	

IC Ticket Report with Category Summary

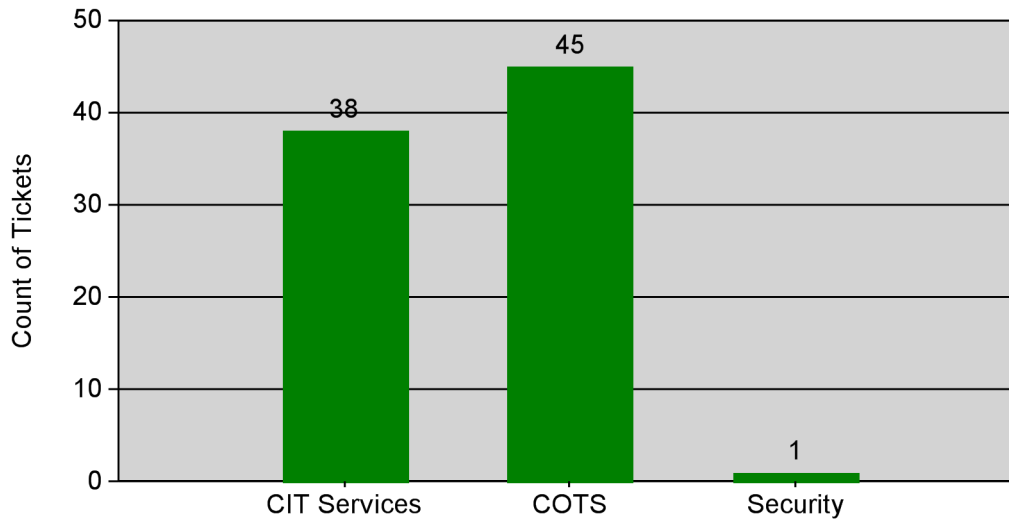


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Tickets By Category Summary



BHPR		84
CIT Services		38
Accounts	17	
Back Office Support	2	
Connectivity	3	
Email	7	
General Information	3	
Telecommunications	5	
Wireless Services	1	
COTS		45
Application Support	18	
Hardware	27	
Security		1
Security	1	

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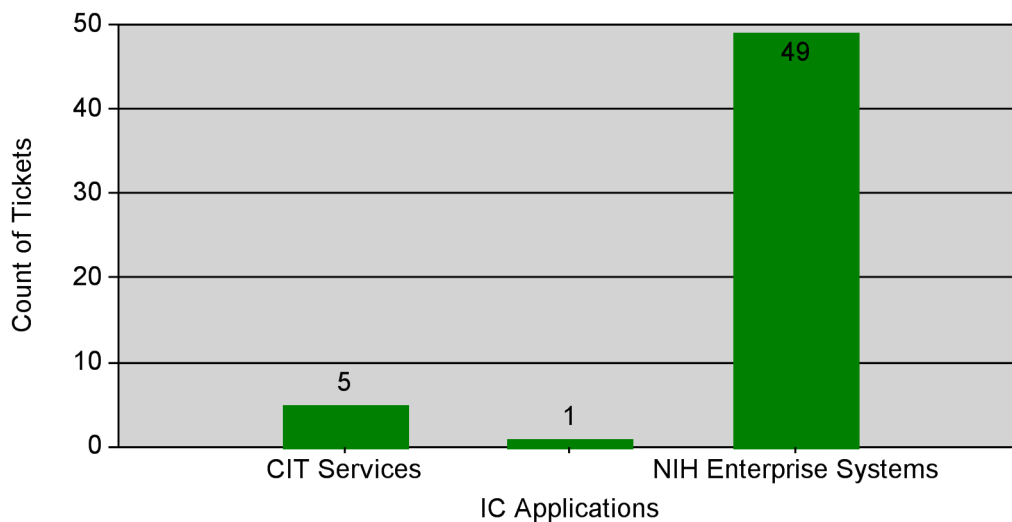


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Tickets By Category Summary



CBER	55
CIT Services	5
Accounts	3
General Information	1
Video	1
IC Applications	1
Local LAN	1
NIH Enterprise Systems	49
ITAS	49

IC Ticket Report with Category Summary

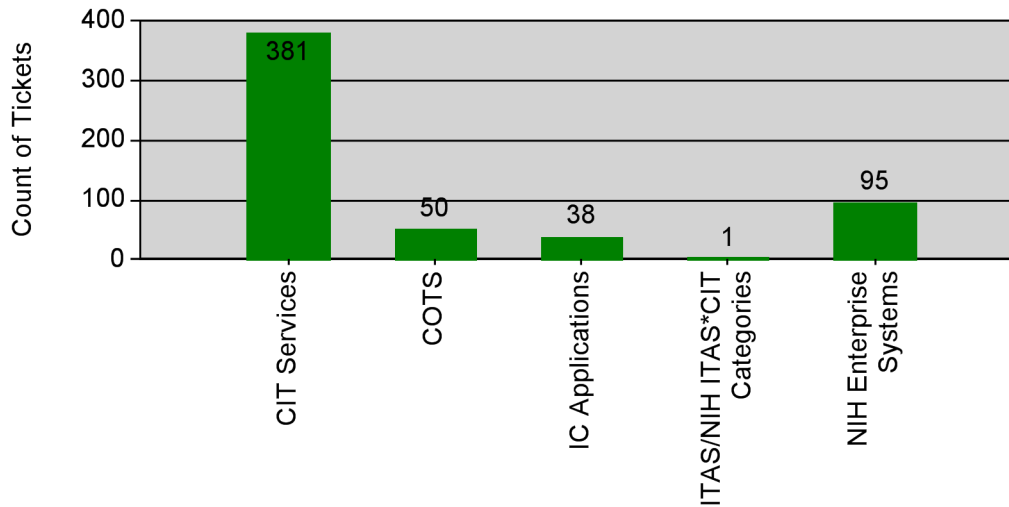


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Tickets By Category Summary



CC	565
CIT Services	381
Accounts	235
Back Office Support	20
CIT Categories	3
CIT Categories Remedy	2
Connectivity	8
Email	23
General Information	13
NIHnet	10
OS/390	1
Telecommunications	23
Training	8
Wireless Services	35
COTS	50
Application Support	23

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Hardware	27	
IC Applications		38
CC Clinical Applications	14	
CC Clinical Applications-ATV	4	
CC Technical Operations	12	
Local LAN	1	
Web Site Issue (non-CIT)	7	
ITAS/NIH ITAS*CIT Categories		1
ITAS/NIH ITAS*CIT Categories	1	
NIH Enterprise Systems		95
ADB	22	
Capital HR Technical	1	
eRA-COMMONS	1	
ITAS	13	
NBS-Sandbox	1	
NBS-User Call	38	
NED	11	
NIH Data Warehouse	3	
NIH Services	4	
NVision	1	

IC Ticket Report with Category Summary

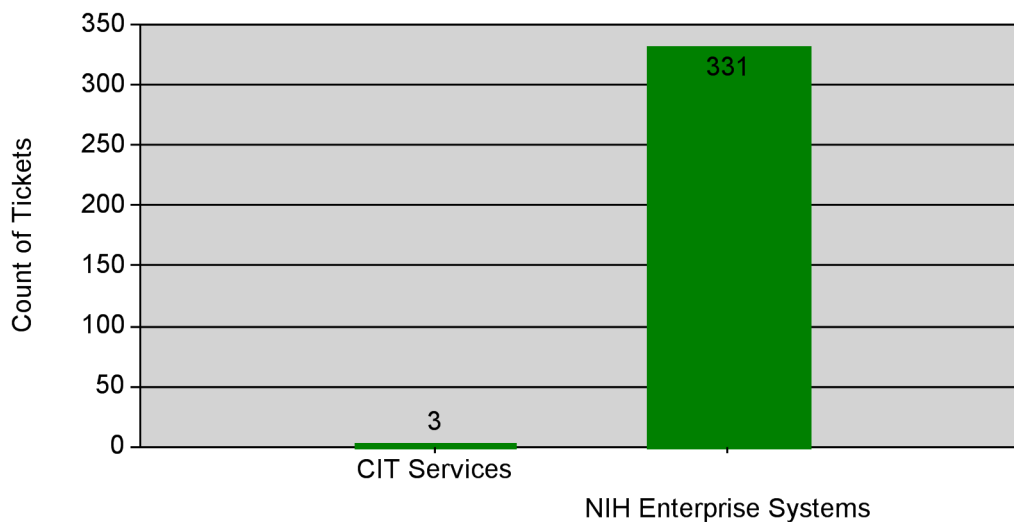


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Tickets By Category Summary



CDER		334
CIT Services		3
Accounts	1	
Back Office Support	1	
General Information	1	
NIH Enterprise Systems		331
ITAS	331	

IC Ticket Report with Category Summary

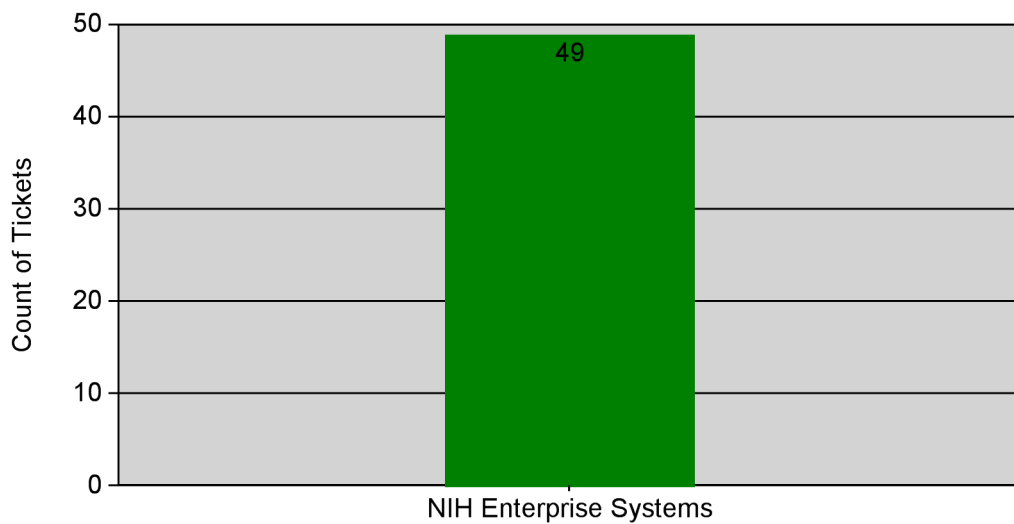


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Tickets By Category Summary



CDRH	49
NIH Enterprise Systems	49
ITAS	49

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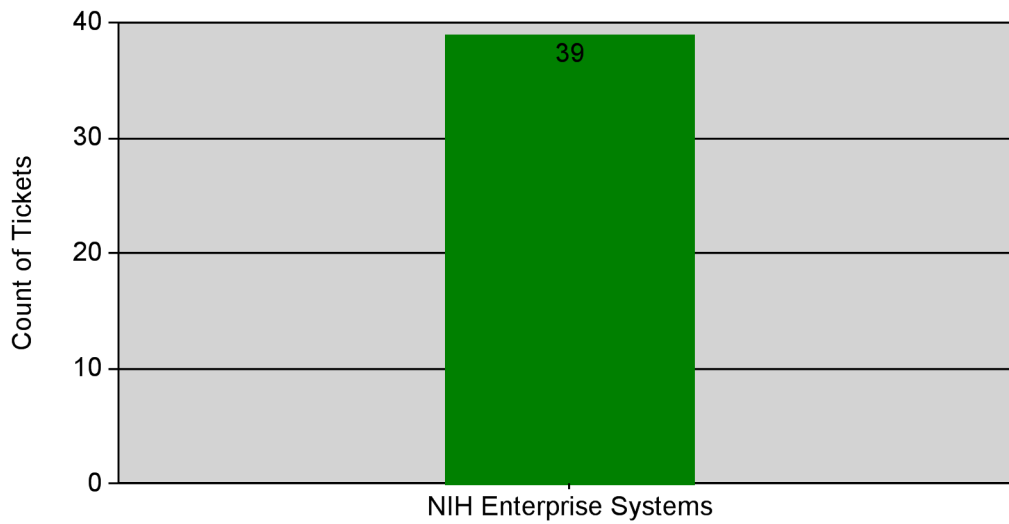


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Tickets By Category Summary



CFSAN	39
NIH Enterprise Systems	39
ITAS	39

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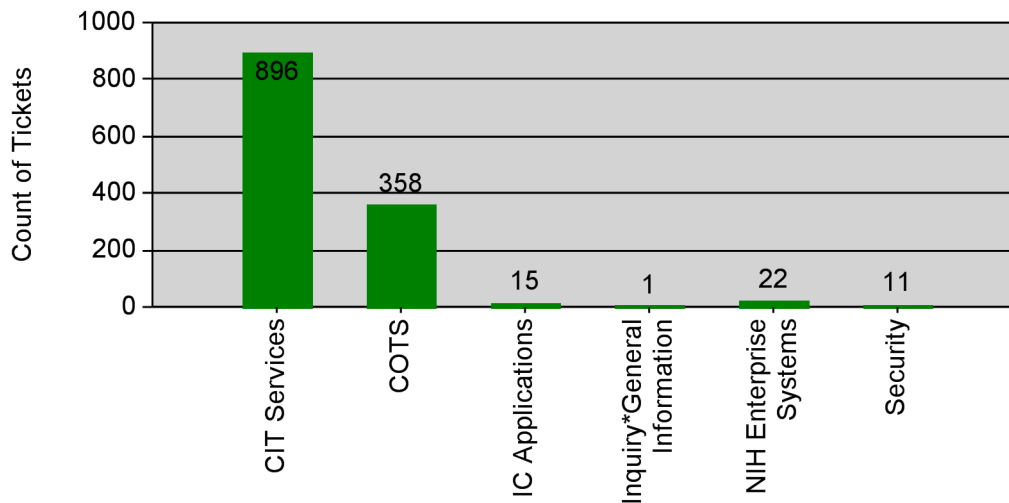


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Tickets By Category Summary



CIT	1303
CIT Services	896
Accounts	228
Back Office Support	78
CIT Categories	27
CIT Categories Aspect	11
CIT Categories Knova	1
CIT Categories Remedy	28
Conference Room Support-Equipment Setup	1
Connectivity	36
Email	183
General Information	209
NIHnet	43
OS/390	1
Telecommunications	13
Training	10

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Video	2	
Wireless Services	25	
COTS		358
Application Support	173	
Hardware	185	
IC Applications		15
CC Technical Operations	1	
Local LAN	7	
Web Site Issue (non-CIT)	7	
Inquiry*General Information		1
Inquiry*General Information	1	
NIH Enterprise Systems		22
ADB	8	
eRA-Referral and Review	1	
ITAS	5	
NBS-User Call	7	
NED	1	
Security		11
Anti Virus SW	1	
Security	10	

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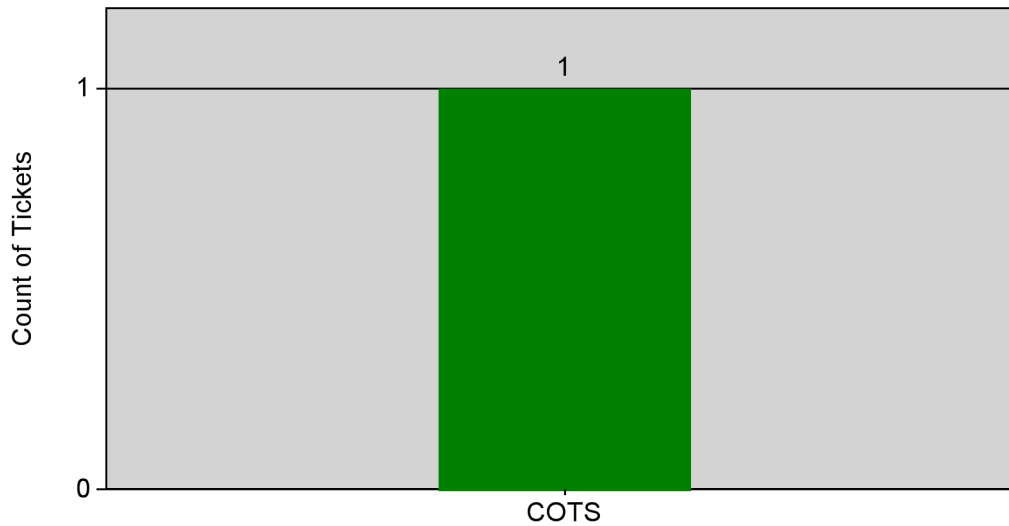


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Tickets By Category Summary



CQ	1
COTS	1
Application Support	1

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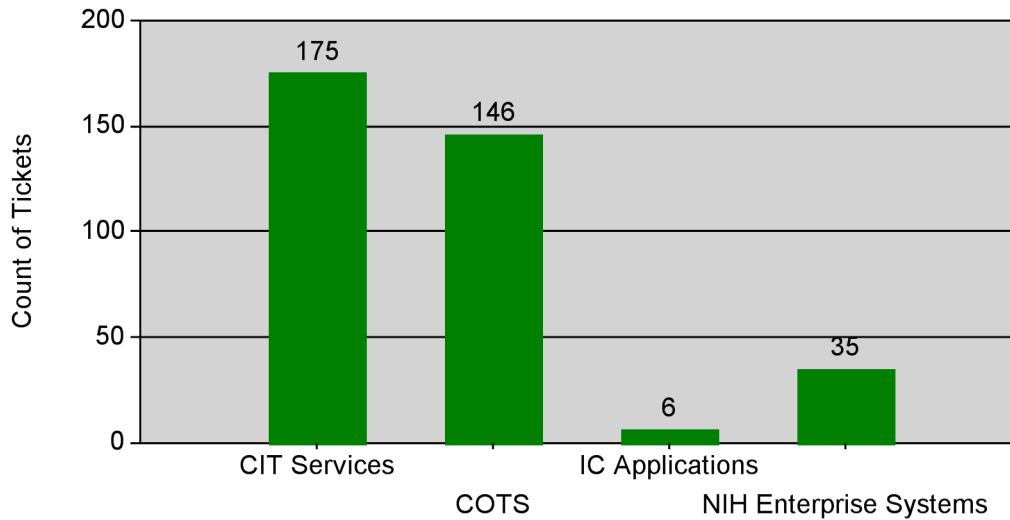


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Tickets By Category Summary



CSR	362
CIT Services	175
Accounts	58
Back Office Support	24
CIT Categories	1
CIT Categories Remedy	3
Conference Room Support-Equipment Setup	16
Conference Room Support-Monitor Conference	3
Conference Room Support-Reserve	10
Connectivity	8
Email	21
General Information	10
NIHnet	5
Telecommunications	5
Video	1
Wireless Services	10

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COTS	146
Application Support	65
Hardware	81
IC Applications	6
Web Site Issue (non-CIT)	6
NIH Enterprise Systems	35
ADB	2
eRA-COMMONS	9
eRA-DB	1
eRA-IMPAC II	1
eRA-Referral and Review	2
eRA-Reporting	2
eRA-UAT	1
ITAS	1
NBS-User Call	11
NIH Services	4
NVision	1

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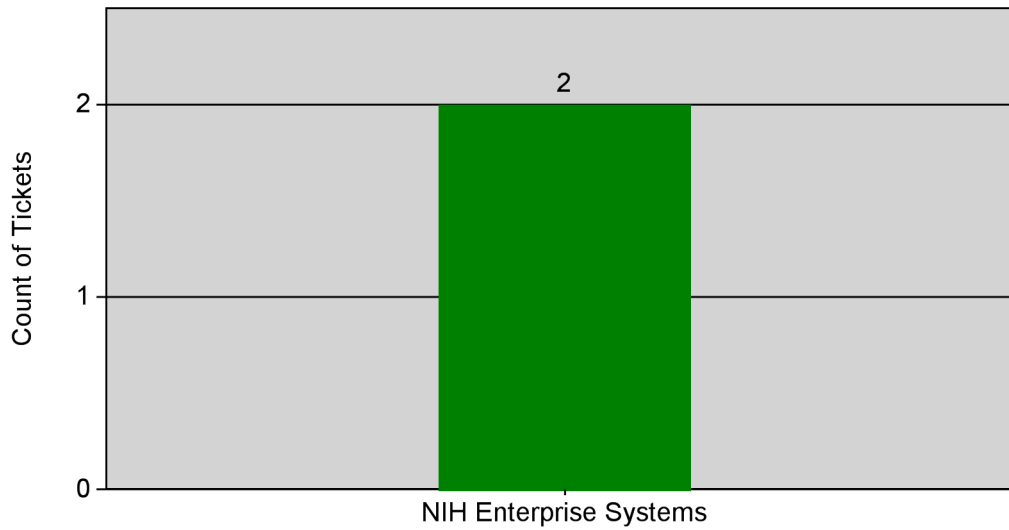


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Tickets By Category Summary



CVM	2
NIH Enterprise Systems	2
ITAS	2

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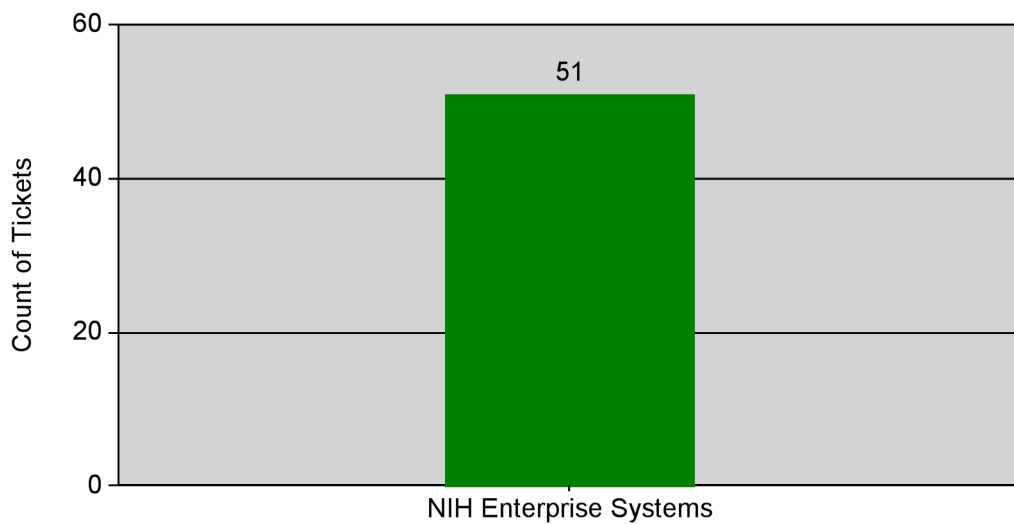


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Tickets By Category Summary



FDA-OC	51
NIH Enterprise Systems	51
ITAS	51

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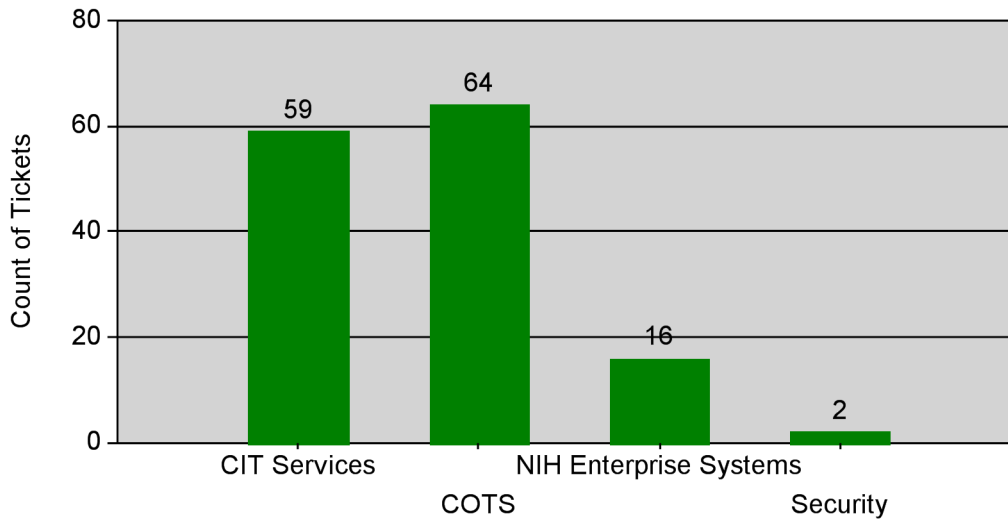


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Tickets By Category Summary



FIC	141
CIT Services	59
Accounts	19
Back Office Support	9
CIT Categories	2
Conference Room Support-Equipment Setup	4
Conference Room Support-Monitor Conference	1
Connectivity	2
Email	6
General Information	3
NIHnet	2
Telecommunications	3
Video	2
Wireless Services	6
COTS	64
Application Support	28

IC Ticket Report with Category Summary



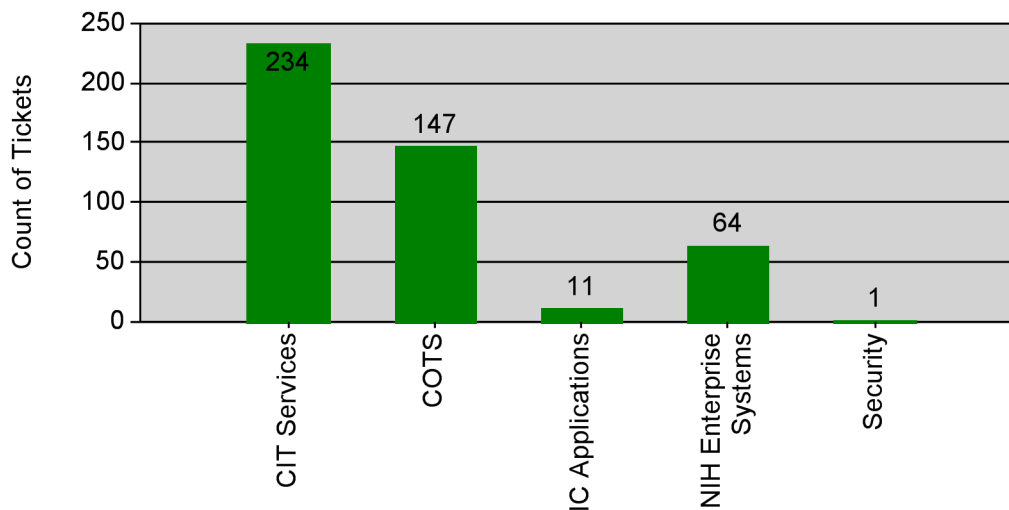
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Hardware	36
NIH Enterprise Systems	16
eRA-IMPAC II	3
NBS-User Call	12
NIH Services	1
Security	2
NIHnet-Network Security	1
Security	1

Tickets By Category Summary



HHS	457
CIT Services	234
Accounts	118
Back Office Support	37
CIT Categories	10
Conference Room Support-Equipment Setup	2
Connectivity	7
Email	35

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General Information	6	
OS/390	1	
Telecommunications	2	
Training	1	
Video	8	
Wireless Services	7	
COTS		147
Application Support	55	
Hardware	92	
IC Applications		11
CC Clinical Applications	1	
CC Technical Operations	1	
Local LAN	3	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		64
ADB	2	
eRA-COMMONS	1	
eRA-DB	9	
eRA-Grants Management	13	
eRA-IMPAC II	4	
eRA-Referral and Review	1	
eRA-Training	3	
GovTrip User Call	2	
ITAS	9	
NED	2	
NIH Services	18	
Security		1
Security	1	

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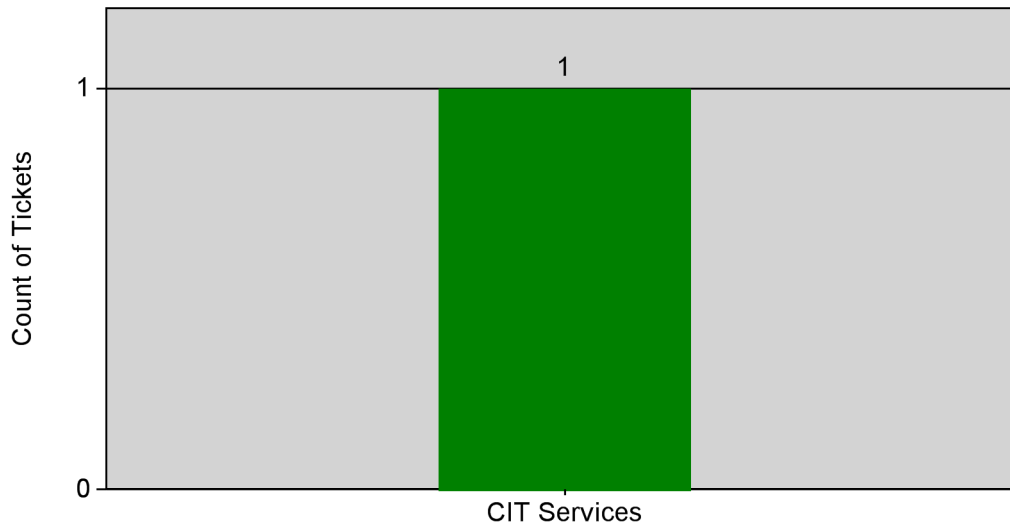


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Tickets By Category Summary



HRSA-OC	1
CIT Services	1
Accounts	1

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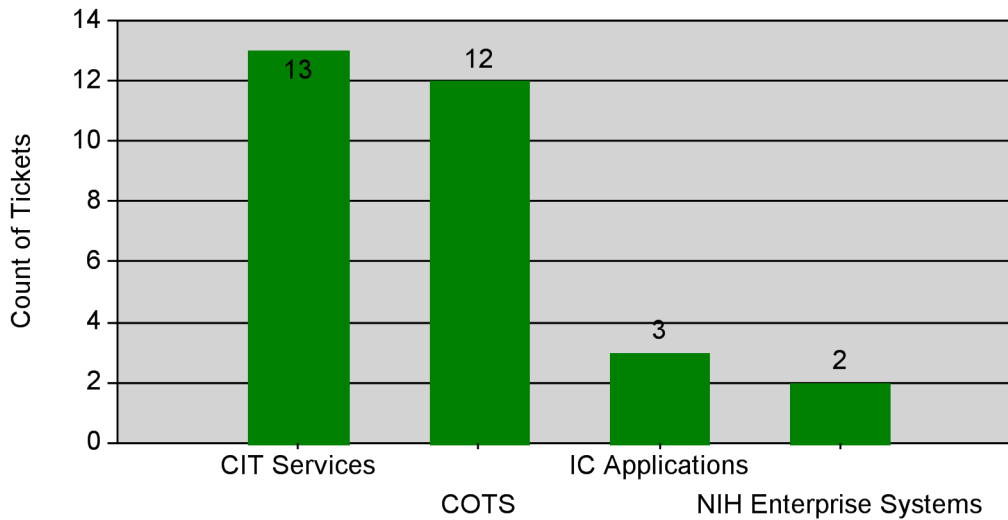


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Tickets By Category Summary



HSB	30
CIT Services	13
Accounts	6
Back Office Support	1
CIT Categories	1
Email	5
COTS	12
Application Support	9
Hardware	3
IC Applications	3
Web Site Issue (non-CIT)	3
NIH Enterprise Systems	2
ITAS	2

IC Ticket Report with Category Summary

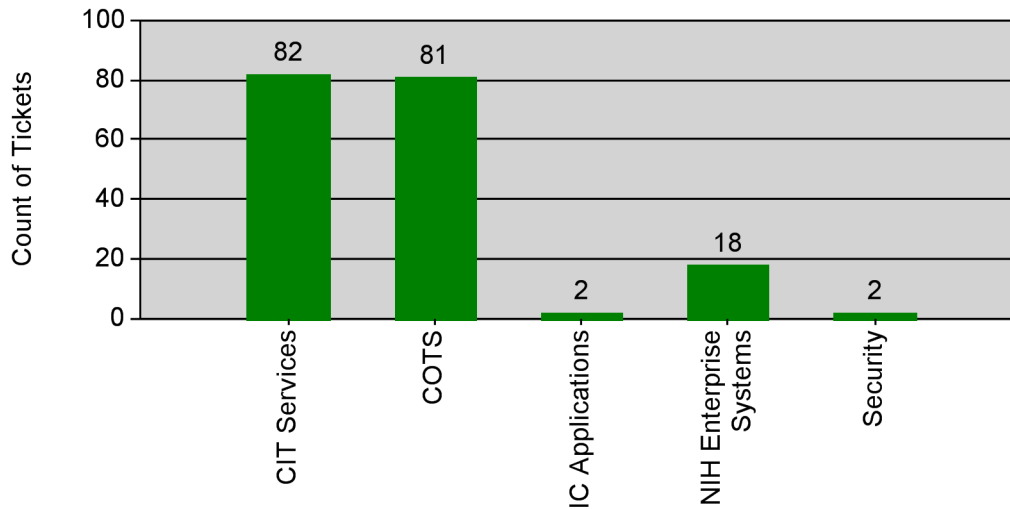


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Tickets By Category Summary



NCCAM	185
CIT Services	82
Accounts	25
Back Office Support	27
CIT Categories	3
Conference Room Support-Equipment Setup	2
Connectivity	2
Email	6
General Information	2
Telecommunications	1
Training	1
Wireless Services	13
COTS	81
Application Support	21
Hardware	60
IC Applications	2
CC Clinical Applications	1

IC Ticket Report with Category Summary



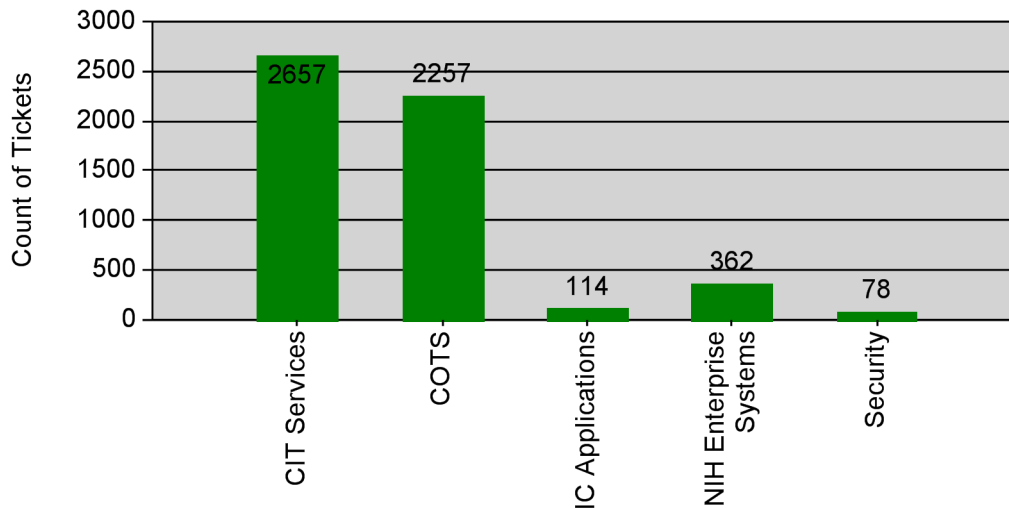
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Local LAN	1
NIH Enterprise Systems	18
ADB	4
eRA-External	1
eRA-Grants Management	1
ITAS	2
NBS-User Call	9
NIH Services	1
Security	2
Anti Virus SW	1
Security	1

Tickets By Category Summary



NCI	5468
CIT Services	2657
Accounts	1162
Back Office Support	517
CIT Categories	53

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Conference Room Support-Equipment Setup	105
Conference Room Support-Monitor Conference	4
Connectivity	115
Email	278
General Information	121
Hardware-Phones	3
Helix Support	5
iSDP/Software Distribution	4
NIHnet	54
OS/390	2
Telecommunications	51
Training	10
Video	15
Wireless Services	158
COTS	2257
Application Support	829
Hardware	1428
IC Applications	114
CC Clinical Applications	16
CC Clinical Applications-ATV	7
CC Technical Operations	10
E-Grants	7
Local LAN	49
OIT Categories	1
Web Site Issue (non-CIT)	24
NIH Enterprise Systems	362
ADB	79
Capital HR Func App Suppt	1
Capital HR Security	3

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Capital HR User Error	2
eRA-COMMONS	7
eRA-External	1
eRA-Grants Management	1
eRA-IMPAC II	8
eRA-Infrastructure	1
eRA-Referral and Review	3
eRA-Software BA	1
ITAS	16
NBS-Sandbox	1
NBS-User Call	169
NED	36
NIH Data Warehouse	5
NIH Services	21
NVision	7

Security

78

Anti Virus SW	9
Security	69

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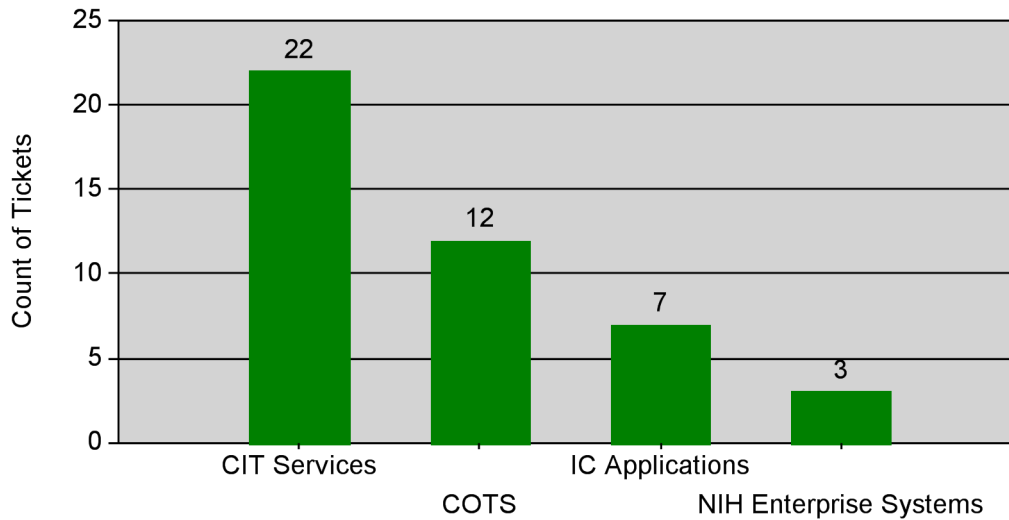


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Tickets By Category Summary



NCMHD	44
CIT Services	22
Accounts	3
Back Office Support	4
CIT Categories	1
Connectivity	3
Email	7
NIHnet	1
Telecommunications	1
Wireless Services	2
COTS	12
Application Support	6
Hardware	6
IC Applications	7
OIT Categories	4
Web Site Issue (non-CIT)	3

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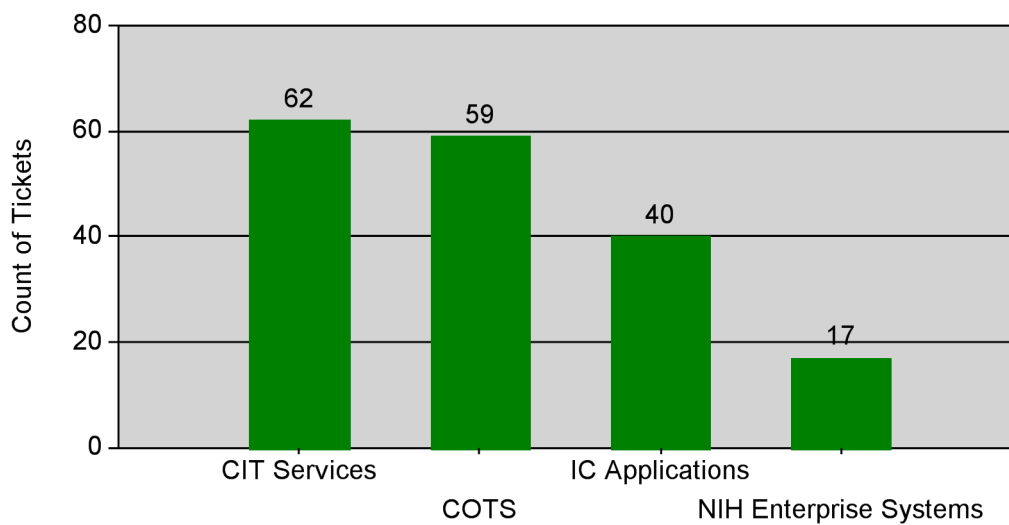
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NIH Enterprise Systems

3

ADB	1
eRA-Grants Management	1
NBS-User Call	1

Tickets By Category Summary



NCRR

178

CIT Services

62

Accounts	22
Back Office Support	11
CIT Categories	2
Conference Room Support-Equipment Setup	2
Connectivity	5
Email	7
General Information	6
Video	1
Wireless Services	6

COTS

59

Application Support	17
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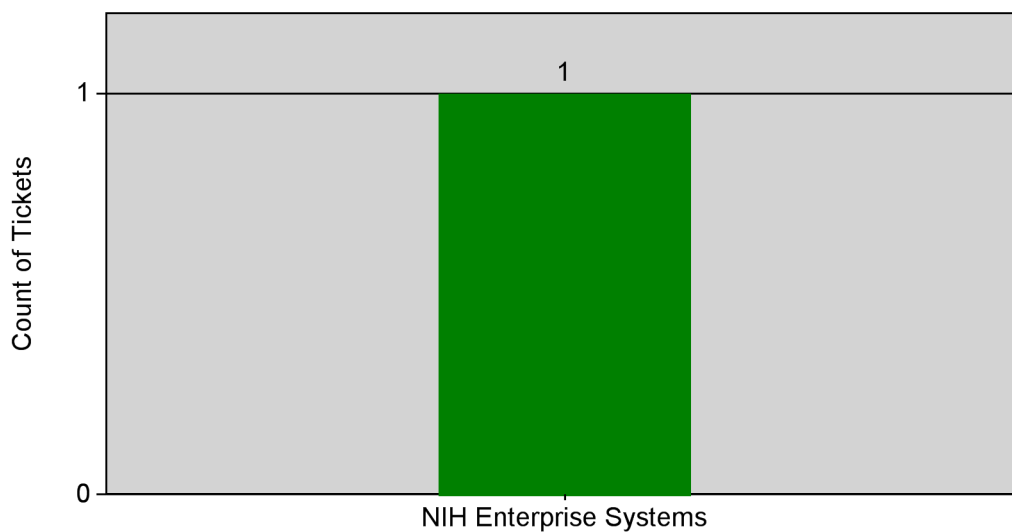
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	42
IC Applications	40
Web Site Issue (non-CIT)	40
NIH Enterprise Systems	17
Capital HR Technical	1
eRA-Grants Management	3
eRA-IMPAC II	2
NBS-User Call	6
NED	2
NIH Services	3

Tickets By Category Summary



NCTR	1
NIH Enterprise Systems	1
ITAS	1

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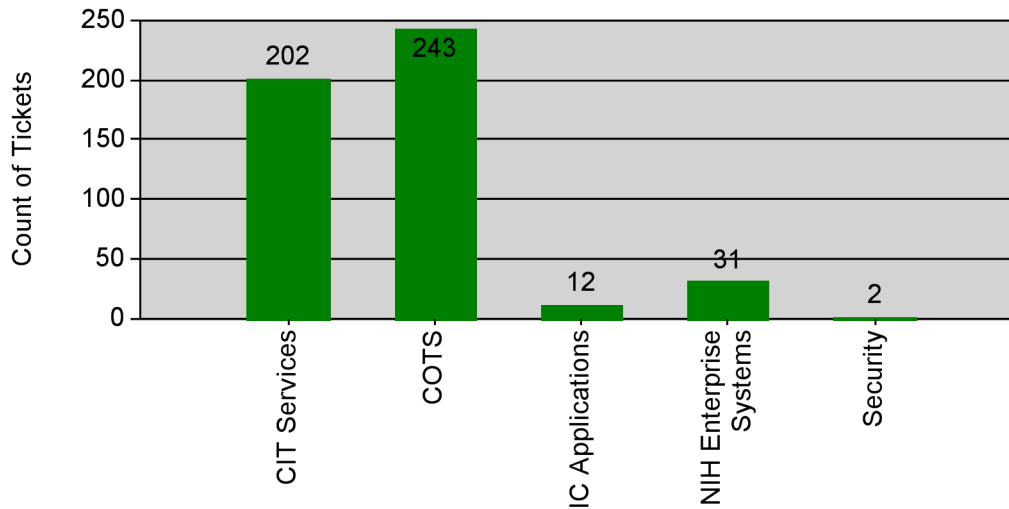


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Tickets By Category Summary



NEI	490
CIT Services	202
Accounts	84
Back Office Support	46
CIT Categories	2
CIT Categories Remedy	1
Connectivity	10
Email	21
General Information	6
NIHnet	7
Pubs	1
Telecommunications	2
Wireless Services	22
COTS	243
Application Support	104
Hardware	139

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IC Applications		12
CC Clinical Applications	2	
Local LAN	6	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		31
ADB	9	
Capital HR Security	1	
eRA-IMPAC II	1	
eRA-Infrastructure	1	
ITAS	1	
NBS-User Call	11	
NED	1	
NIH Services	6	
Security		2
Security	2	

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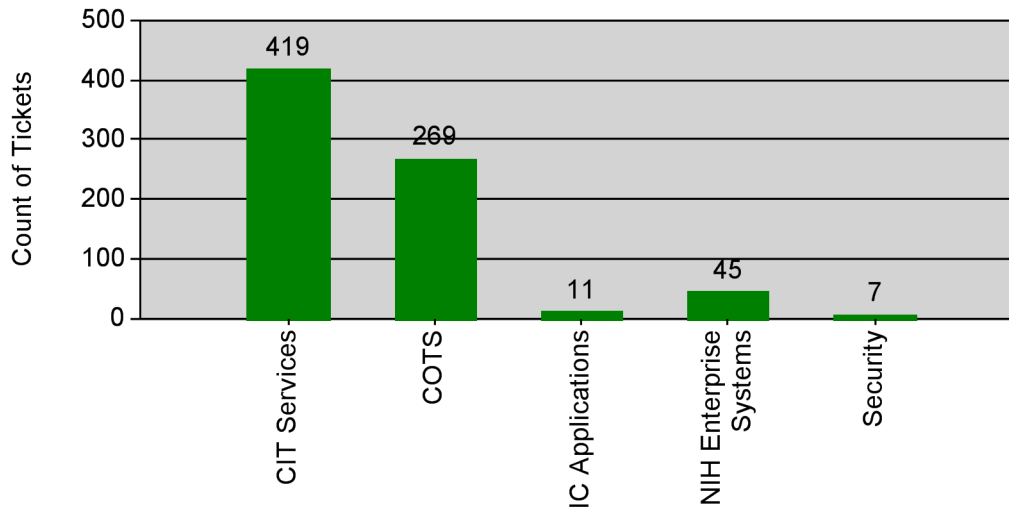


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NHGRI	751
CIT Services	419
Accounts	205
Back Office Support	68
CIT Categories	15
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	8
Conference Room Support-Monitor Conference	4
Connectivity	16
Email	47
General Information	10
Helix Support	1
NIHnet	7
OS/390	1
Telecommunications	2
Unix Support	12

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Video	2	
Wireless Services	20	
COTS		269
Application Support	94	
Hardware	175	
IC Applications		11
CC Clinical Applications	1	
Local LAN	5	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		45
ADB	9	
ITAS	5	
NBS-User Call	26	
NED	3	
NVision	2	
Security		7
Security	7	

IC Ticket Report with Category Summary

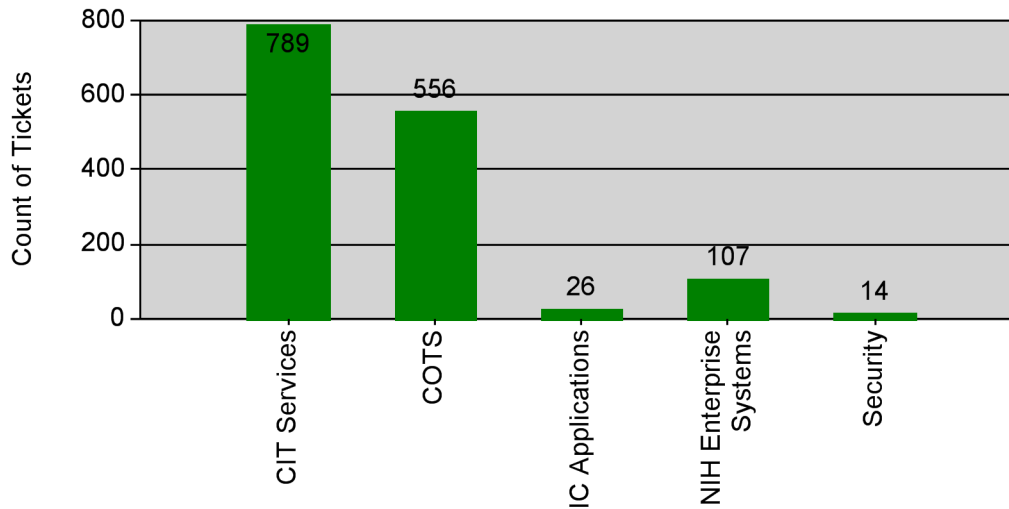


For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NHLBI		1492
CIT Services		789
Accounts	342	
Back Office Support	167	
CIT Categories	10	
CIT Categories Remedy	3	
Conference Room Support-Equipment Setup	33	
Conference Room Support-Reserve	1	
Connectivity	53	
Email	78	
General Information	37	
NIHnet	15	
Telecommunications	15	
Training	1	
Wireless Services	34	
COTS		556
Application Support	194	

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008
11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	362	
IC Applications		26
CC Clinical Applications	3	
Local LAN	17	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		107
ADB	15	
Capital HR Security	1	
eRA-COMMONS	2	
eRA-External	2	
eRA-Grants Management	1	
eRA-IMPAC II	3	
ITAS	3	
NBS-User Call	62	
NED	7	
NIH Data Warehouse	5	
NIH Services	4	
NVision	2	
Security		14
Anti Virus SW	2	
Security	12	

IC Ticket Report with Category Summary

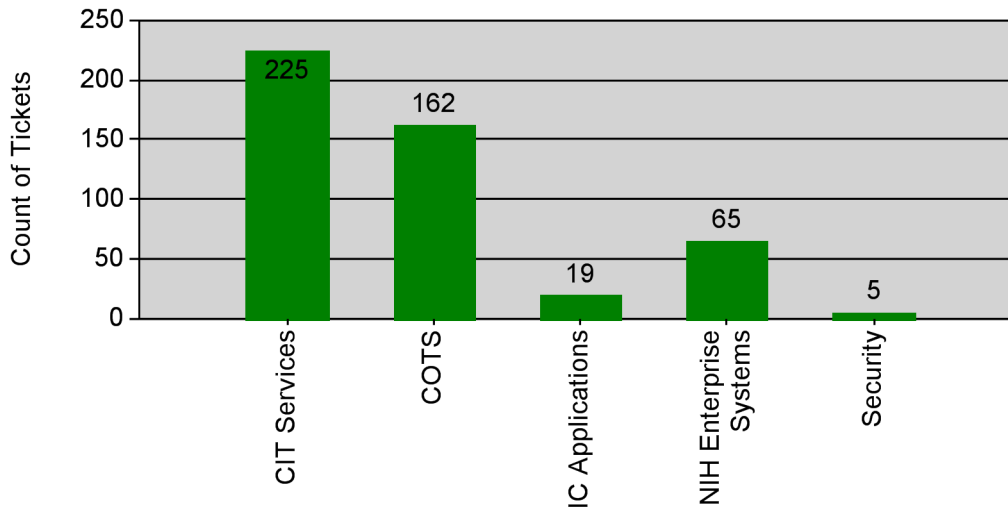


For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIA	476
CIT Services	225
Accounts	79
Back Office Support	32
CIT Categories	3
Conference Room Support-Equipment Setup	7
Connectivity	14
Email	32
General Information	13
Helix Support	2
NIHnet	14
Pubs	1
Telecommunications	9
Training	1
Wireless Services	18
COTS	162
Application Support	45

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	117	
IC Applications		19
Local LAN	14	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		65
ADB	7	
eRA-IMPAC II	2	
eRA-Infrastructure	1	
eRA-Reporting	2	
ITAS	6	
NBS-User Call	34	
NED	2	
NIH Data Warehouse	2	
NIH Services	5	
NVision	4	
Security		5
Security	5	

IC Ticket Report with Category Summary

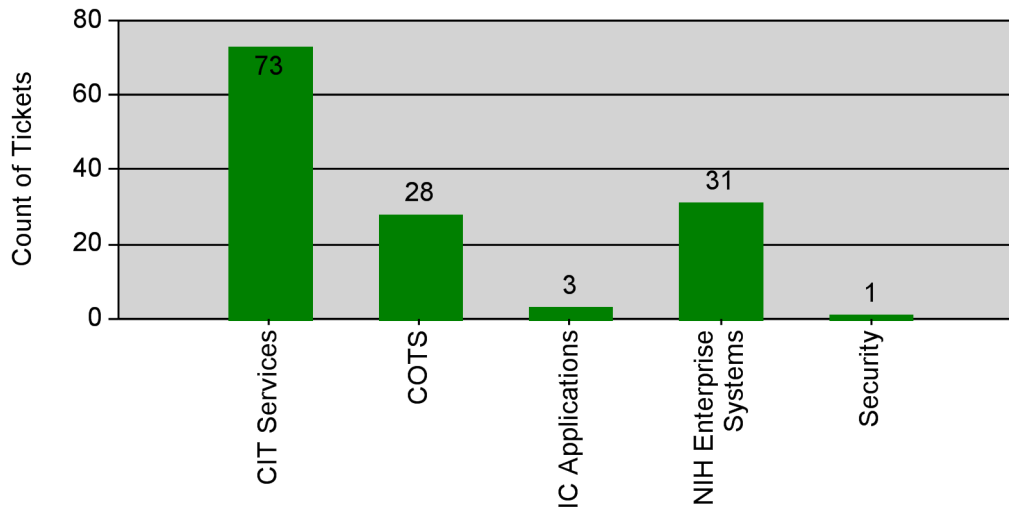


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Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIAAA	136
CIT Services	73
Accounts	21
Back Office Support	9
CIT Categories	2
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	7
Conference Room Support-Monitor Conference	1
Email	9
General Information	8
NIHnet	6
Telecommunications	1
Training	1
Wireless Services	7
COTS	28
Application Support	12

IC Ticket Report with Category Summary



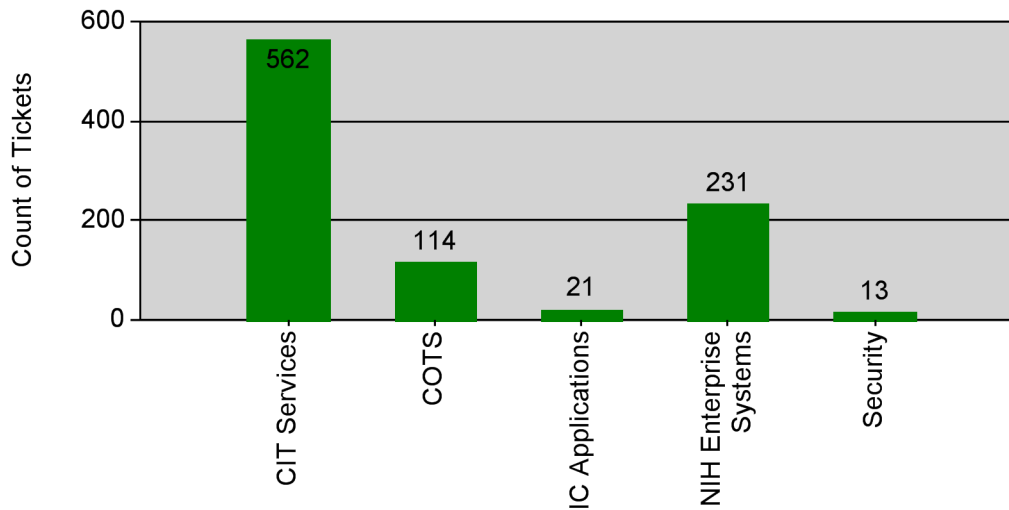
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Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	16
IC Applications	3
Local LAN	3
NIH Enterprise Systems	31
ADB	4
eRA-COMMONS	1
eRA-IMPAC II	1
eRA-Software BA	1
NBS-User Call	18
NED	2
NIH Data Warehouse	1
NIH Services	3
Security	1
Security	1

Tickets By Category Summary



NIAID	941
CIT Services	562
Accounts	324

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008
11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

ASR	1	
Back Office Support	27	
CIT Categories	6	
Connectivity	4	
Email	41	
General Information	21	
Helix Support	1	
NIHnet	7	
OS/390	1	
Telecommunications	20	
Training	9	
Video	2	
Wireless Services	98	
COTS		114
Application Support	56	
Hardware	58	
IC Applications		21
CC Clinical Applications	6	
CC Clinical Applications-ATV	2	
CC Technical Operations	1	
Local LAN	3	
Web Site Issue (non-CIT)	9	
NIH Enterprise Systems		231
ADB	49	
Capital HR User Error	1	
eRA-COMMONS	5	
eRA-External	1	
eRA-Grants Management	1	
eRA-IMPAC II	2	

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

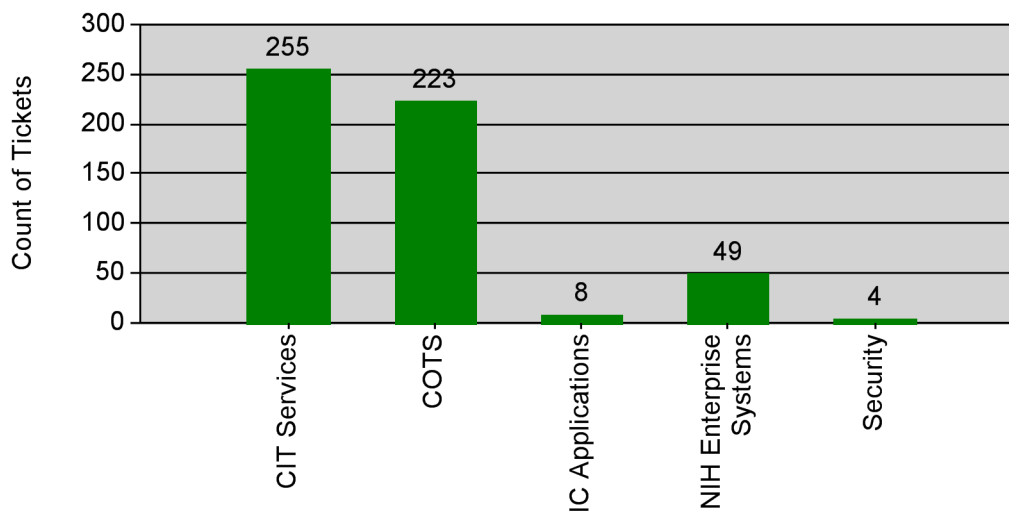
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-Infrastructure	1
ITAS	8
NBS-User Call	120
NED	23
NIH Data Warehouse	3
NIH Services	15
NVision	2

Security 13

Anti Virus SW	1
Security	12

Tickets By Category Summary



NIAMS 539

CIT Services 255

Accounts	104
Back Office Support	47
Conference Room Support-Equipment Setup	9
Conference Room Support-Monitor Conference	2

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008
11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Conference Room Support-Reserve	1	
Connectivity	6	
Email	45	
General Information	16	
NIHnet	3	
Telecommunications	1	
Wireless Services	21	
COTS		223
Application Support	95	
Hardware	128	
IC Applications		8
CC Clinical Applications	4	
CC Technical Operations	1	
Local LAN	1	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		49
ADB	7	
eRA-COMMONS	2	
eRA-External	1	
eRA-IMPAC II	1	
ITAS	1	
NBS Int. Des/Dev	1	
NBS-User Call	32	
NED	2	
NVision	2	
Security		4
Security	4	

IC Ticket Report with Category Summary

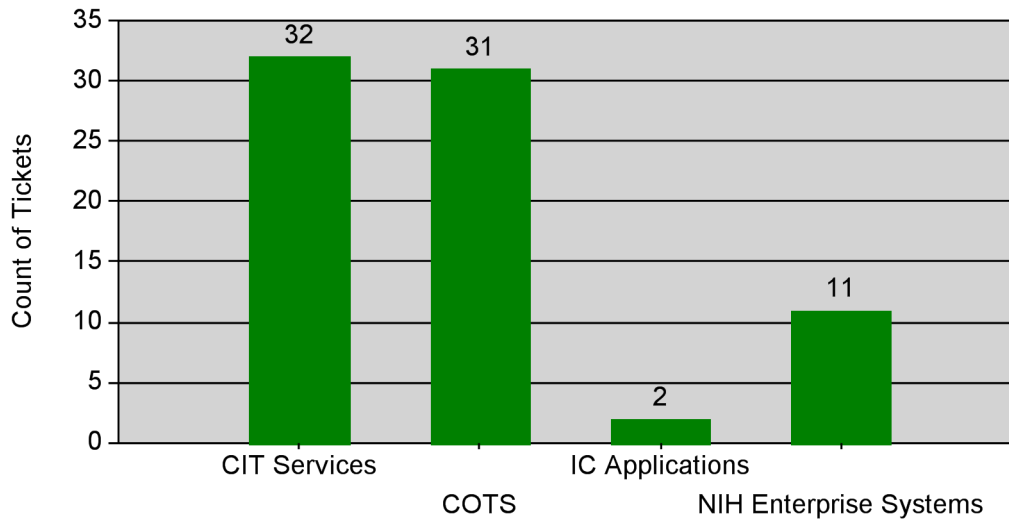


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Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIBIB	76
CIT Services	32
Accounts	14
Back Office Support	6
CIT Categories	1
General Information	2
Telecommunications	2
Video	1
Wireless Services	6
COTS	31
Application Support	17
Hardware	14
IC Applications	2
Web Site Issue (non-CIT)	2
NIH Enterprise Systems	11
ADB	3

IC Ticket Report with Category Summary



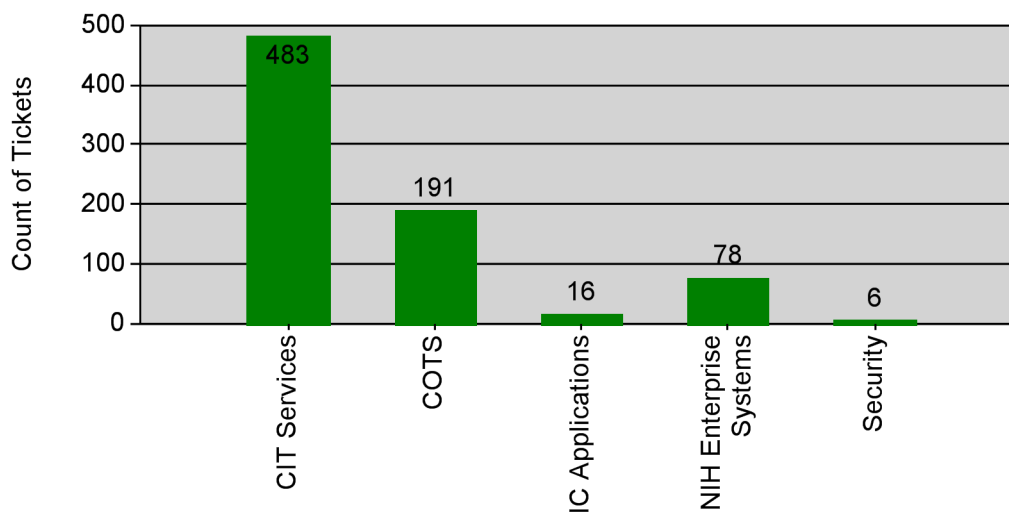
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Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-Grants Management	1
eRA-Software BA	1
NBS-User Call	3
NIH Services	3

Tickets By Category Summary



NICHD	774
CIT Services	483
Accounts	267
Back Office Support	89
CIT Categories	5
Conference Room Support-Equipment Setup	10
Connectivity	21
Email	40
General Information	17
Helix Support	2
NIHnet	9
Telecommunications	8

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008
11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Training	2	
Wireless Services	13	
COTS		191
Application Support	89	
Hardware	102	
IC Applications		16
CC Clinical Applications	3	
CC Clinical Applications-ATV	1	
CC Technical Operations	1	
Local LAN	6	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		78
ADB	14	
Capital HR Security	3	
Capital HR User Error	1	
eRA-COMMONS	3	
eRA-Grants Management	2	
eRA-IMPAC II	2	
eRA-Reporting	3	
ITAS	3	
NBS-User Call	35	
NED	4	
NIH Data Warehouse	5	
NIH Services	2	
NVision	1	
Security		6
Anti Virus SW	1	
Security	5	

IC Ticket Report with Category Summary

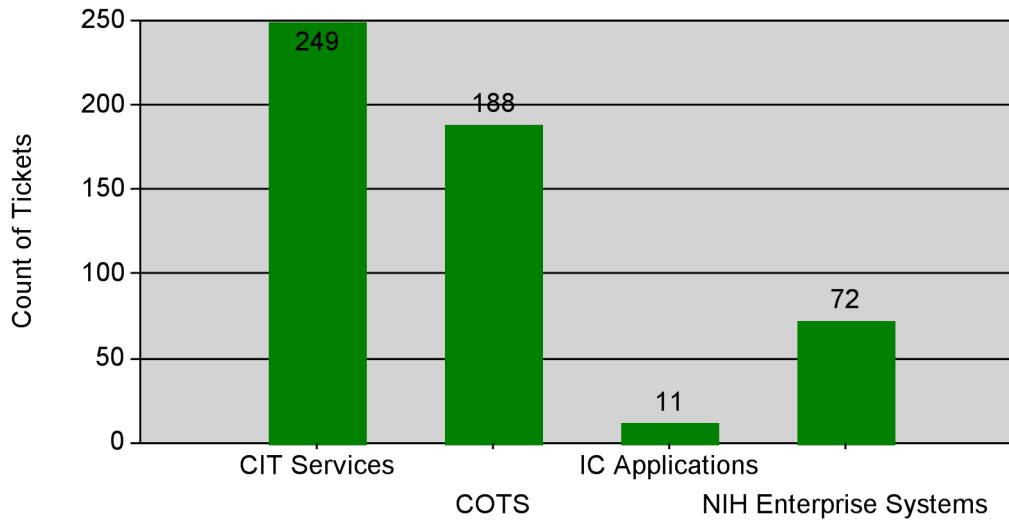


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Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDA	520
CIT Services	249
Accounts	78
Back Office Support	33
CIT Categories	9
Conference Room Support-Equipment Setup	4
Connectivity	15
Email	56
General Information	20
iSDP/Software Distribution	1
NIHnet	4
OS/390	1
Telecommunications	2
Video	1
Wireless Services	25
COTS	188
Application Support	78

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	110	
IC Applications		11
Local LAN	5	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		72
ADB	8	
Capital HR Security	1	
eRA-Grants Management	1	
eRA-IMPAC II	4	
eRA-Referral and Review	1	
eRA-Reporting	2	
ITAS	9	
NBS-User Call	36	
NED	3	
NIH Data Warehouse	1	
NIH Services	4	
NIH Services-NEES	1	
NVision	1	

IC Ticket Report with Category Summary

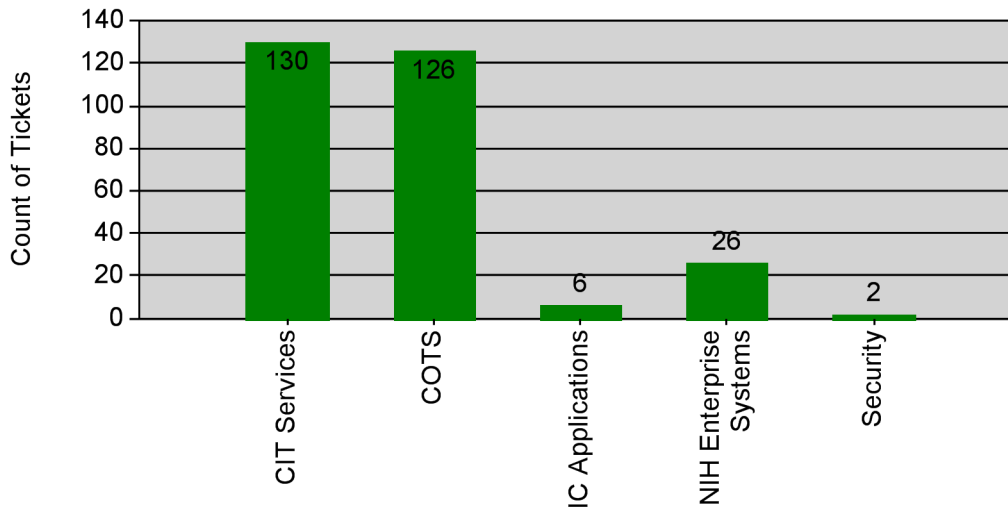


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Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDCD	290
CIT Services	130
Accounts	47
Back Office Support	21
CIT Categories	4
Connectivity	8
Email	16
General Information	10
NIHnet	3
Telecommunications	3
Video	1
Wireless Services	17
COTS	126
Application Support	53
Hardware	73
IC Applications	6
CC Clinical Applications	1

IC Ticket Report with Category Summary



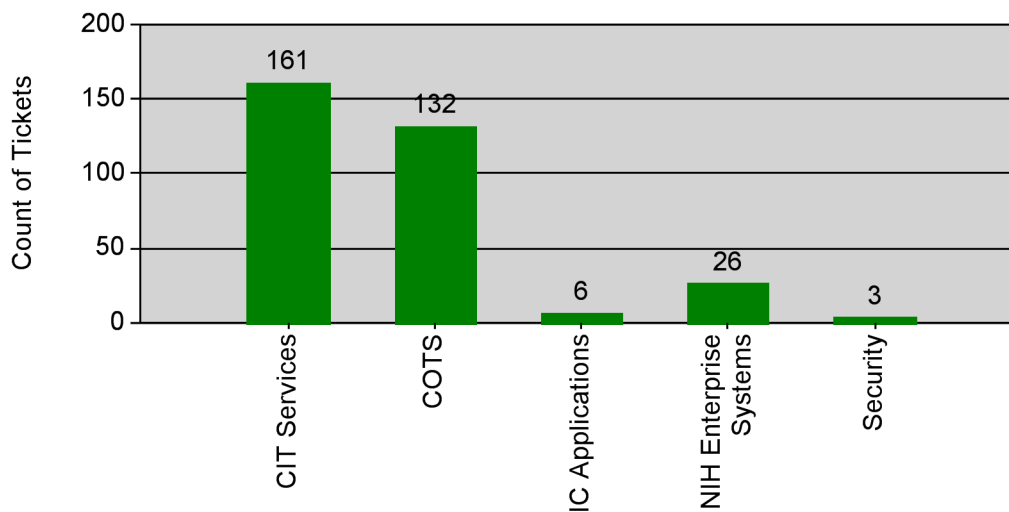
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Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Local LAN	1	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		26
ADB	8	
Capital HR Security	1	
eRA-External	1	
eRA-IMPAC II	2	
ITAS	4	
NBS-User Call	5	
NIH Services	3	
NVision	2	
Security		2
Security	2	

Tickets By Category Summary



NIDCR	328
CIT Services	161
Accounts	79

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008
11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

ASR	1	
Back Office Support	19	
CIT Categories	2	
Connectivity	7	
Email	12	
General Information	5	
NIH Cabling Infrastructure-Cabling	1	
NIHnet	9	
Telecommunications	3	
Training	2	
Wireless Services	21	
COTS		132
Application Support	47	
Hardware	85	
IC Applications		6
CC Clinical Applications	1	
Local LAN	4	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		26
ADB	3	
eRA-Grants Management	1	
eRA-IMPAC II	2	
ITAS	3	
NBS-User Call	14	
NED	2	
NIH Services	1	
Security		3
Security	3	

IC Ticket Report with Category Summary

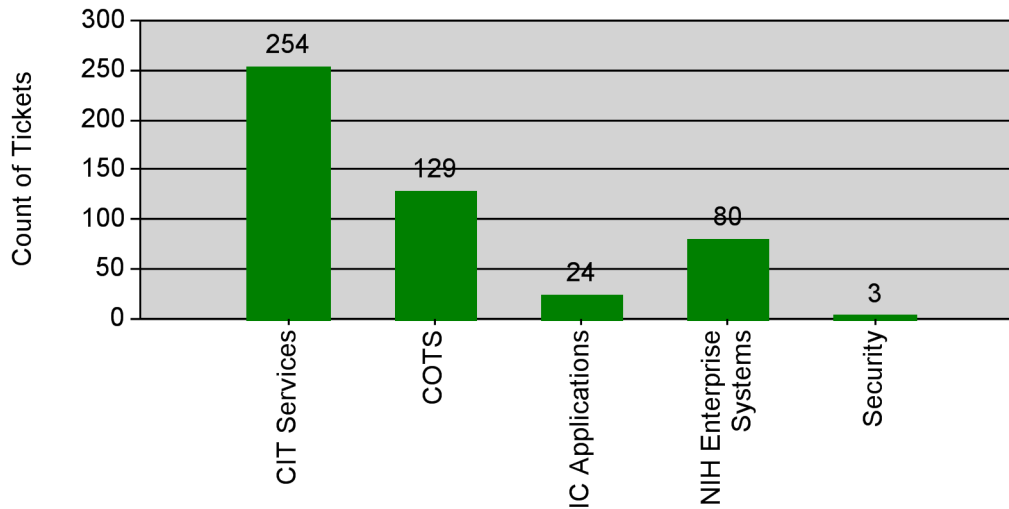


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Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDDK	490
CIT Services	254
Accounts	153
Back Office Support	28
CIT Categories	1
Conference Room Support-Equipment Setup	2
Connectivity	6
Email	24
General Information	10
Hardware-Phones	1
Helix Support	1
NIHnet	5
Project Work	1
Telecommunications	15
Training	2
Video	2

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Wireless Services	3	
COTS		129
Application Support	77	
Hardware	52	
IC Applications		24
CC Clinical Applications	9	
CC Clinical Applications-ATV	2	
CC Technical Operations	2	
Local LAN	7	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		80
ADB	17	
Capital HR User Error	1	
eRA-External	1	
ITAS	4	
NBS-User Call	45	
NED	5	
NIH Data Warehouse	1	
NIH Services	3	
NVision	3	
Security		3
Security	3	

IC Ticket Report with Category Summary

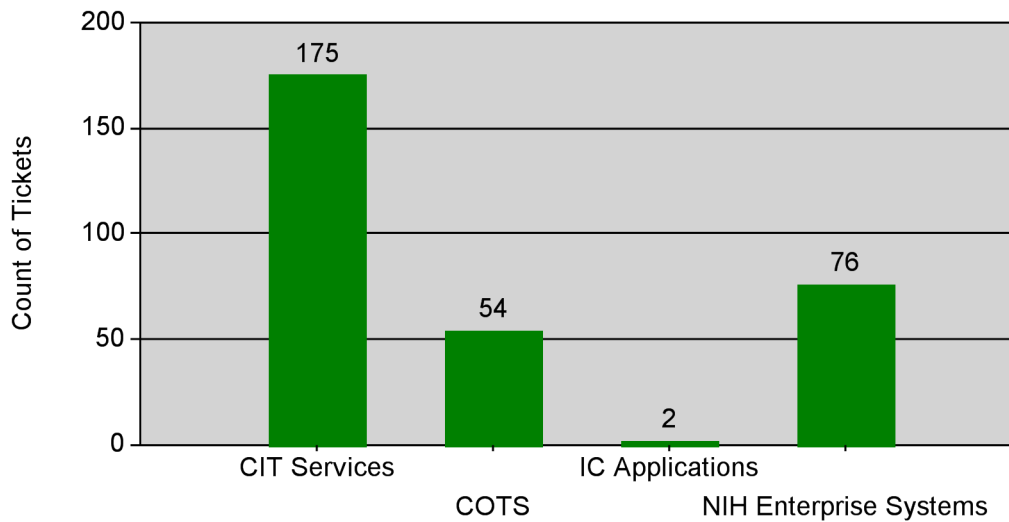


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIEHS	307
CIT Services	175
Accounts	89
ASR	1
Back Office Support	18
CIT Categories	3
Connectivity	3
Email	12
General Information	7
NIHnet	1
Video	3
Wireless Services	38
COTS	54
Application Support	29
Hardware	25
IC Applications	2
Web Site Issue (non-CIT)	2

IC Ticket Report with Category Summary



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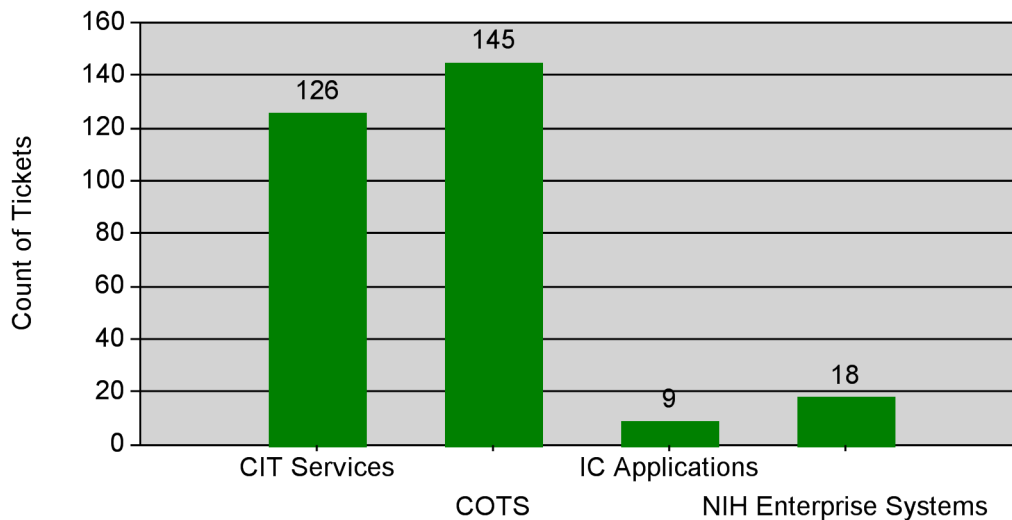
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems

76

ADB	2
eRA-COMMONS	1
ITAS	5
NBS-User Call	60
NED	2
NIH Data Warehouse	1
NIH Services	1
NVision	4

Tickets By Category Summary



NIGMS

298

CIT Services

126

Accounts	23
Back Office Support	41
CIT Categories	2
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	9

IC Ticket Report with Category Summary



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11:59:59 PM

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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Conference Room Support-Reserve	1	
Connectivity	3	
Email	13	
General Information	9	
NIHnet	1	
Telecommunications	1	
Video	1	
Wireless Services	21	
COTS		145
Application Support	45	
Hardware	100	
IC Applications		9
E-Grants	1	
Local LAN	1	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		18
eRA-Grants Management	8	
eRA-IMPAC II	2	
ITAS	2	
NBS-User Call	2	
NIH Data Warehouse	1	
NIH Services	3	

IC Ticket Report with Category Summary

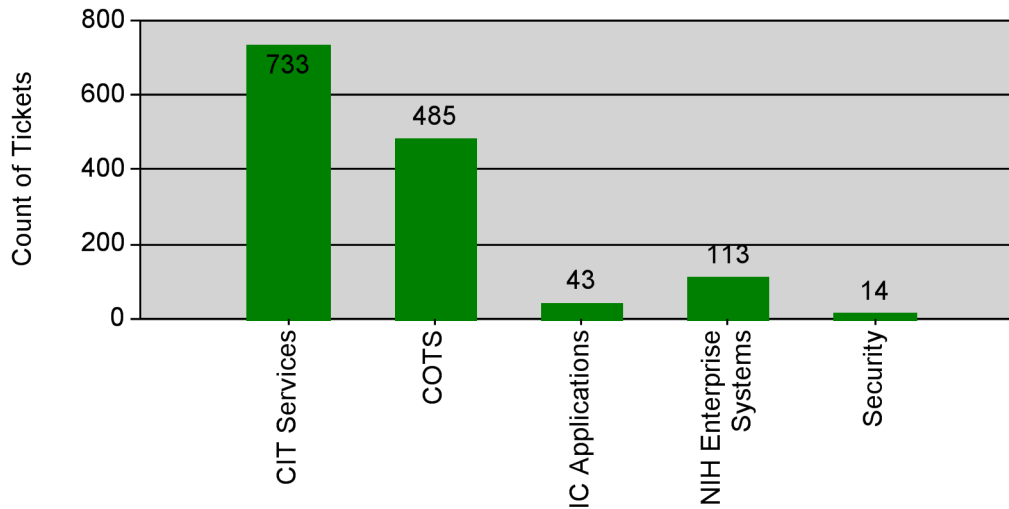


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Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIMH	1388
CIT Services	733
Accounts	416
ASR	1
Back Office Support	84
CIT Categories	7
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	13
Connectivity	26
Email	68
General Information	24
Helix Support	2
NIH Cabling Infrastructure-Cabling	1
NIHnet	14
OS/390	1
Telecommunications	19

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008
11:59:59 PM

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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Training	2	
Video	2	
Wireless Services	51	
COTS		485
Application Support	211	
Hardware	274	
IC Applications		43
CC Clinical Applications	5	
CC Clinical Applications-ATV	9	
CC Technical Operations	1	
Local LAN	6	
Web Site Issue (non-CIT)	22	
NIH Enterprise Systems		113
ADB	16	
Capital HR Non-App Specific	1	
Capital HR Security	1	
Capital HR Technical	1	
eRA-IMPAC II	5	
eRA-Referral and Review	1	
eRA-Reporting	2	
eRA-Software BA	1	
ITAS	4	
NBS-User Call	67	
NED	10	
NIH Services	3	
NVision	1	
Security		14
Security	14	

IC Ticket Report with Category Summary

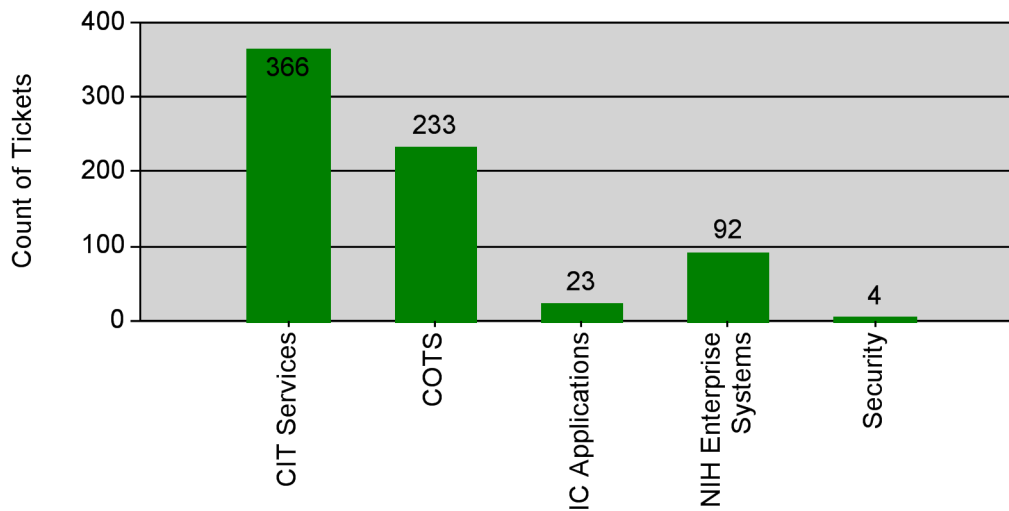


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINDS	718
CIT Services	366
Accounts	163
Back Office Support	54
CIT Categories	10
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	1
Connectivity	13
Email	50
General Information	17
Helix Support	1
NIHnet	5
Telecommunications	16
Training	2
Video	2
Wireless Services	30

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

COTS	233
Application Support	97
Hardware	136
IC Applications	23
CC Clinical Applications	13
CC Technical Operations	1
Local LAN	2
Web Site Issue (non-CIT)	7
NIH Enterprise Systems	92
ADB	18
Capital HR Change Management	1
Capital HR Func App Suppt	1
Capital HR Technical	1
eRA-COMMONS	2
eRA-IMPAC II	2
eRA-Reporting	1
ITAS	5
NBS-User Call	54
NED	2
NIH Services	5
Security	4
Security	4

IC Ticket Report with Category Summary

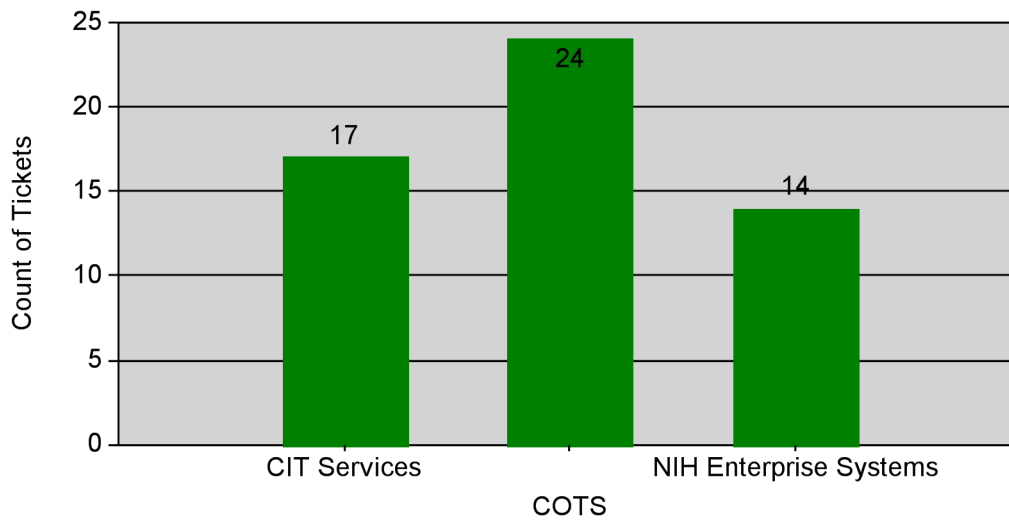


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINR		55
CIT Services		17
Accounts	7	
Back Office Support	1	
CIT Categories	3	
General Information	4	
Wireless Services	2	
COTS		24
Application Support	12	
Hardware	12	
NIH Enterprise Systems		14
eRA-COMMONS	1	
eRA-IMPAC II	1	
ITAS	1	
NBS-User Call	6	
NED	5	

IC Ticket Report with Category Summary

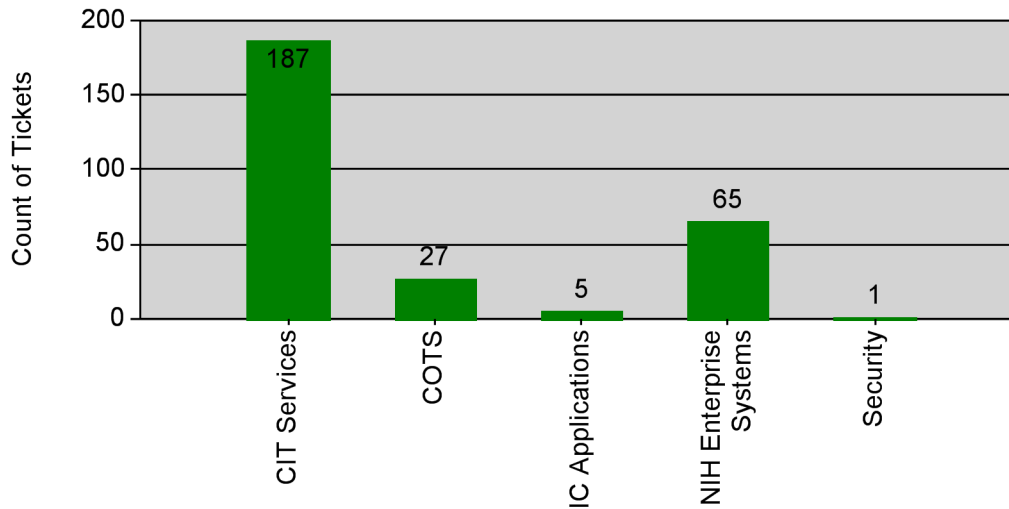


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Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NLM	285
CIT Services	187
Accounts	97
Back Office Support	18
CIT Categories	4
CIT Categories Remedy	4
Connectivity	7
Email	17
General Information	9
NIHnet	3
Telecommunications	8
Training	4
Video	1
Wireless Services	15
COTS	27
Application Support	16

IC Ticket Report with Category Summary



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008
11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	11	
IC Applications		5
Local LAN	2	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		65
ADB	14	
Capital HR Security	1	
Capital HR User Error	1	
ITAS	4	
NBS-User Call	37	
NED	3	
NIH Services	4	
NVision	1	
Security		1
Anti Virus SW	1	

IC Ticket Report with Category Summary

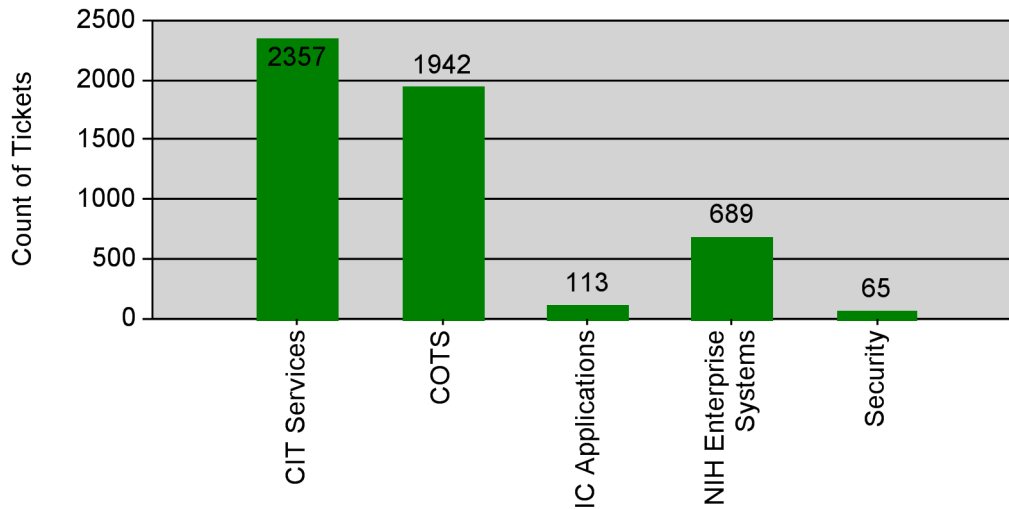


For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OD	5166
CIT Services	2357
Accounts	894
Back Office Support	445
CIT Categories	22
CIT Categories Remedy	18
Conference Room Support-Equipment Setup	46
Conference Room Support-Monitor Conference	3
Conference Room Support-Reserve	5
Connectivity	126
Email	367
General Information	122
Hardware-Phones	4
NIHnet	51
Telecommunications	78
Training	19

IC Ticket Report with Category Summary



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Unix Support	1	
Video	14	
Wireless Services	142	
COTS		1942
Application Support	751	
Hardware	1191	
IC Applications		113
CC Technical Operations	1	
E-Grants	5	
Local LAN	43	
OIT Categories	20	
Web Site Issue (non-CIT)	44	
NIH Enterprise Systems		689
ADB	83	
Capital HR Func App Suppt	1	
Capital HR Security	7	
Capital HR Technical	2	
Capital HR User Error	1	
eRA-COMMONS	9	
eRA-DB	1	
eRA-Grants Management	8	
eRA-IMPAC II	36	
eRA-Infrastructure	1	
eRA-Referral and Review	4	
eRA-Reporting	7	
eRA-Software BA	3	
ITAS	39	
NBS Enhancement	1	
NBS-Sandbox	4	

IC Ticket Report with Category Summary



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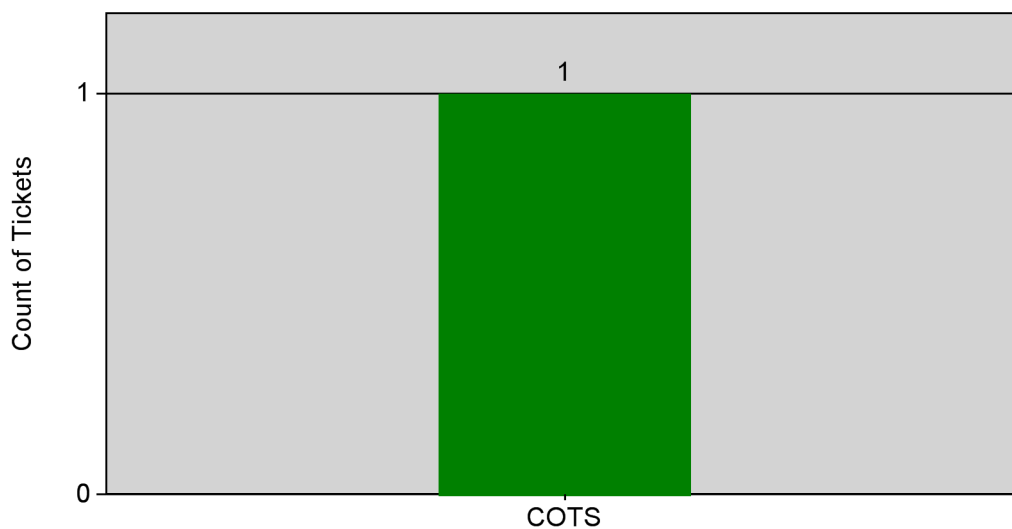
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS-User Call	369
NED	19
NIH Data Warehouse	10
NIH Services	60
NVision	24

Security 65

Anti Virus SW	3
Security	62

Tickets By Category Summary



OEOCR 1

COTS 1

Hardware	1
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IC Ticket Report with Category Summary

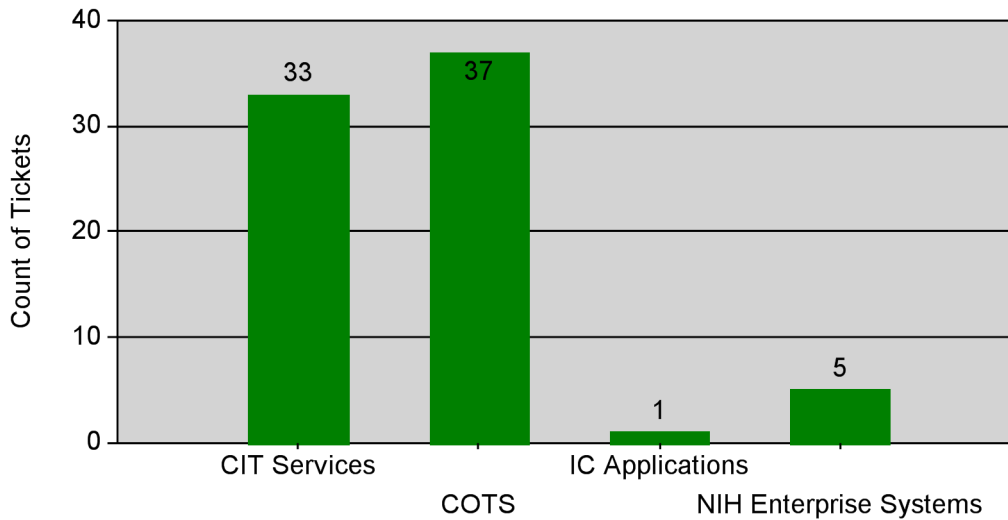


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Snapshot Date: 8/1/2008 6:48:03 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OFAM	76
CIT Services	33
Accounts	7
Back Office Support	8
Email	14
General Information	4
COTS	37
Application Support	13
Hardware	24
IC Applications	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	5
ITAS	5

IC Ticket Report with Category Summary

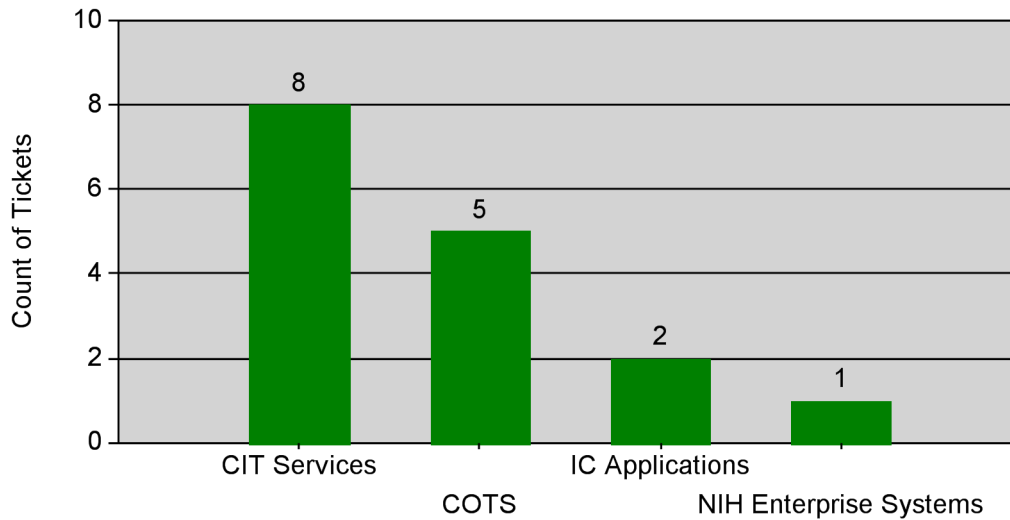


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OFM	16
CIT Services	8
Accounts	5
Back Office Support	3
COTS	5
Hardware	5
IC Applications	2
Web Site Issue (non-CIT)	2
NIH Enterprise Systems	1
ITAS	1

IC Ticket Report with Category Summary

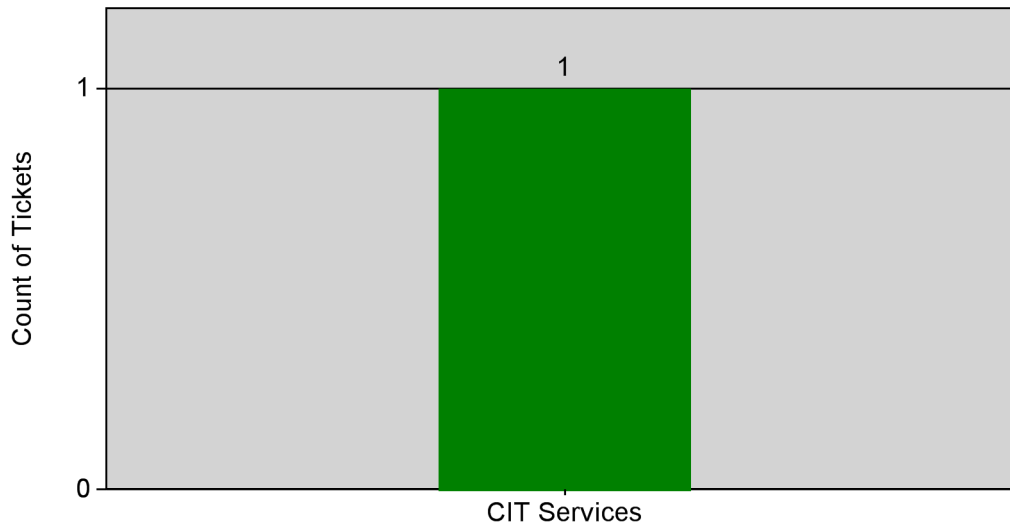


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Tickets By Category Summary



OFPO	1
CIT Services	1
Accounts	1

IC Ticket Report with Category Summary

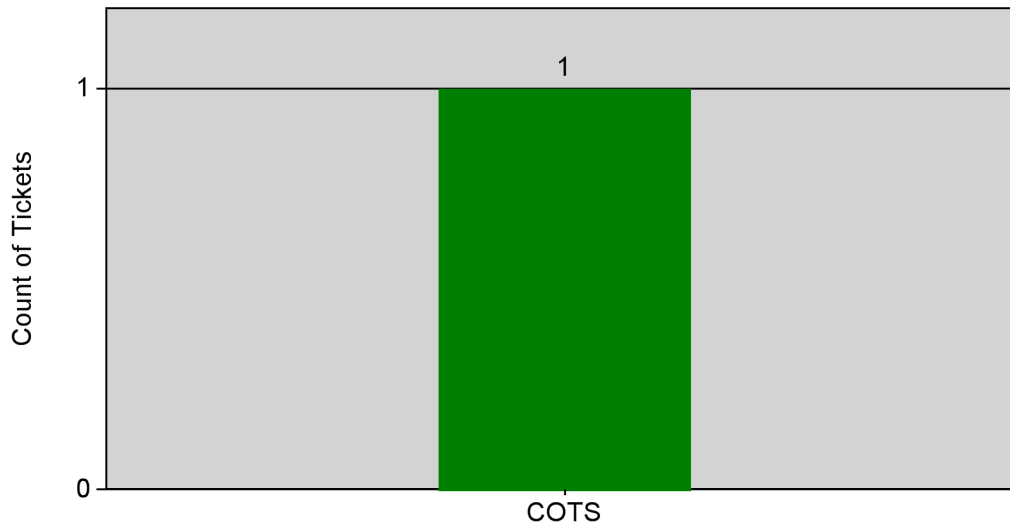


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Tickets By Category Summary



OHIT	1
COTS	1
Hardware	1

IC Ticket Report with Category Summary

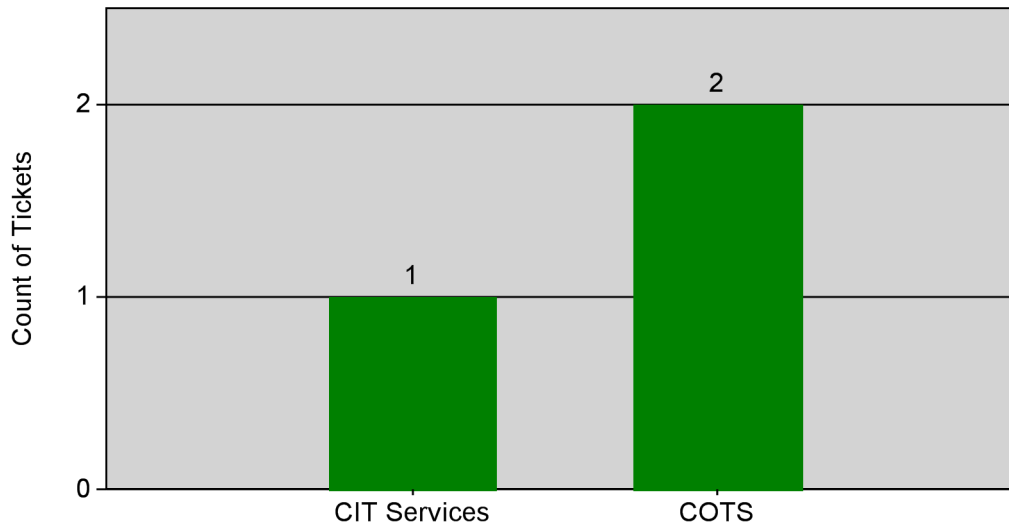


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Tickets By Category Summary



OIHA	3
CIT Services	1
Telecommunications	1
COTS	2
Application Support	1
Hardware	1

IC Ticket Report with Category Summary

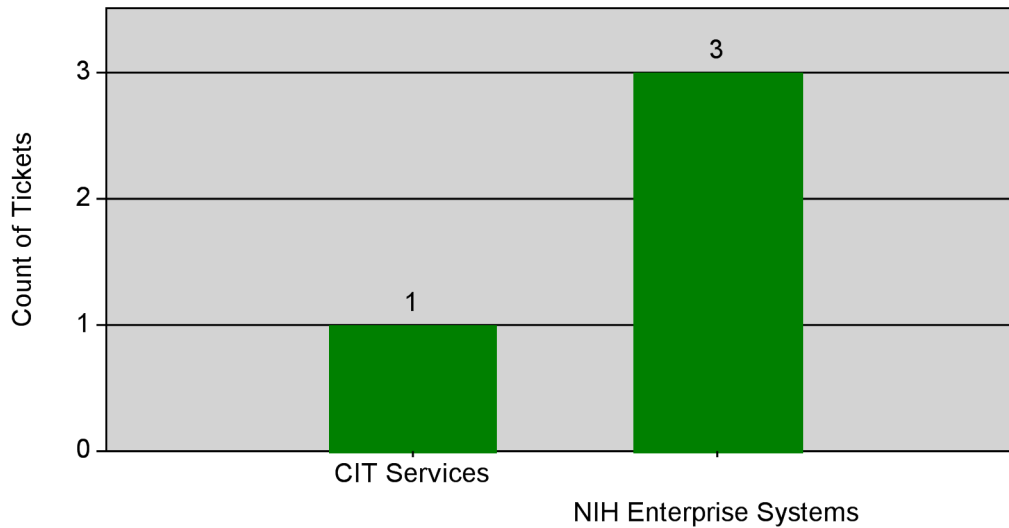


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Tickets By Category Summary



OIM	4
CIT Services	1
Accounts	1
NIH Enterprise Systems	3
ITAS	3

IC Ticket Report with Category Summary

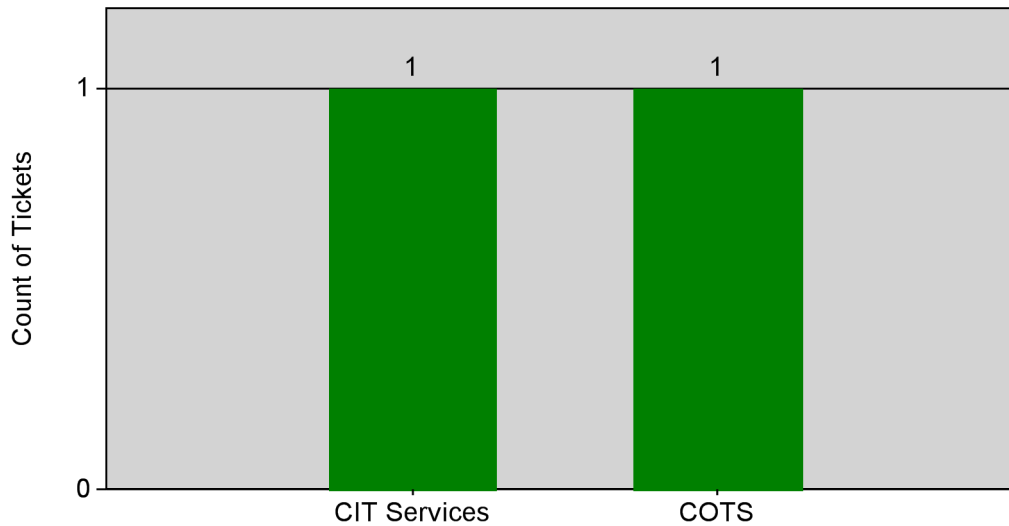


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Tickets By Category Summary



OM	2
CIT Services	1
Back Office Support	1
COTS	1
Application Support	1

IC Ticket Report with Category Summary

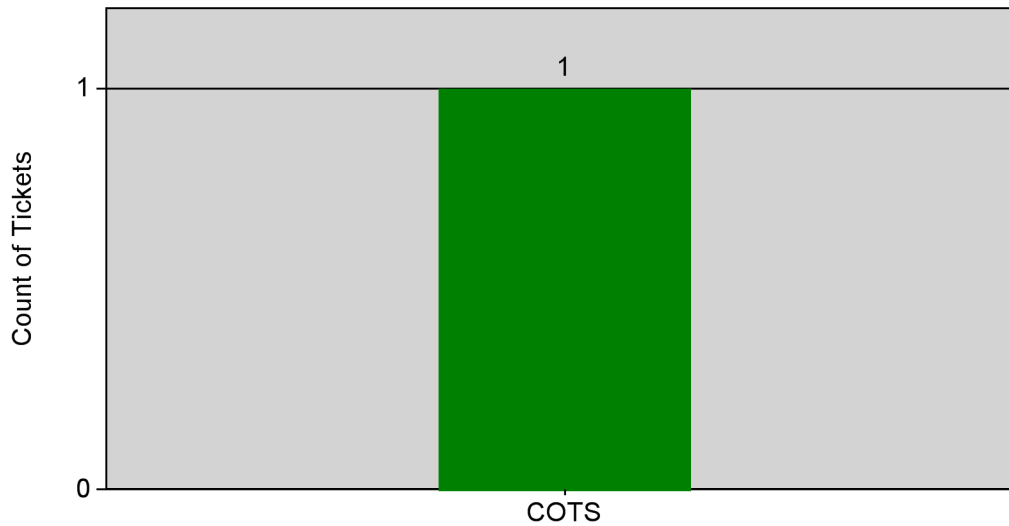


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Tickets By Category Summary



OMH	1
COTS	1
Application Support	1

IC Ticket Report with Category Summary

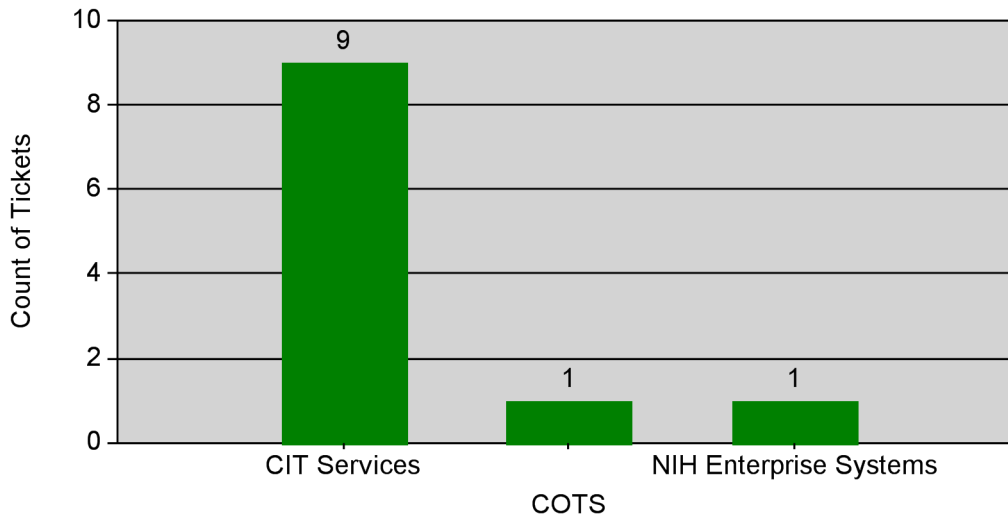


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Tickets By Category Summary



OPR		11
CIT Services		9
Accounts	4	
Back Office Support	1	
Email	4	
COTS		1
Hardware	1	
NIH Enterprise Systems		1
ITAS	1	

IC Ticket Report with Category Summary

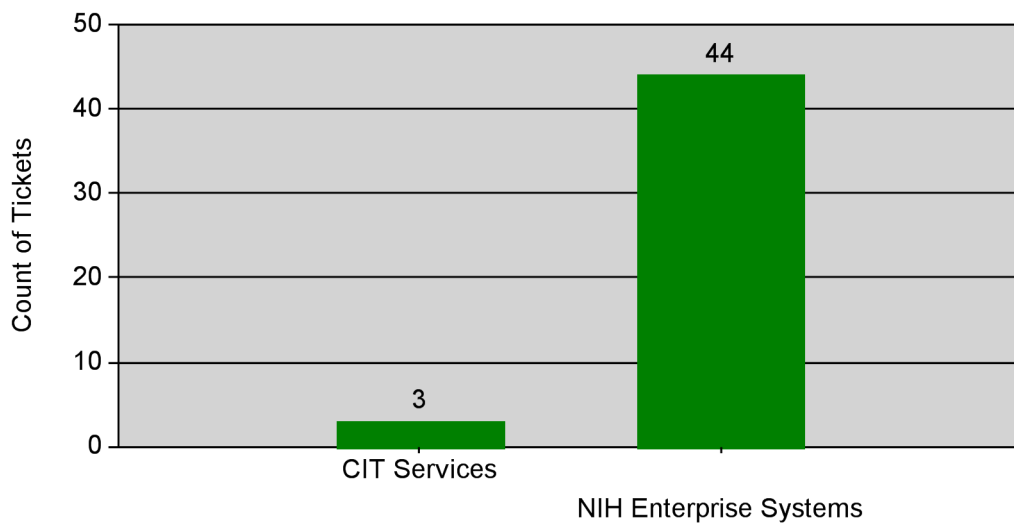


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Tickets By Category Summary



ORA	47
CIT Services	3
Accounts	3
NIH Enterprise Systems	44
ITAS	44

IC Ticket Report with Category Summary

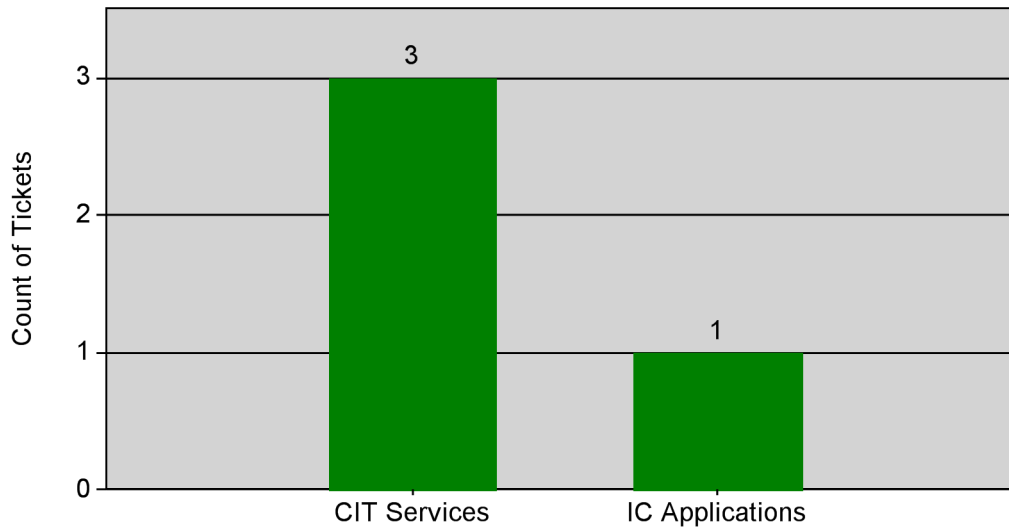


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Tickets By Category Summary



ORHP		4
CIT Services		3
Accounts	1	
Back Office Support	1	
General Information	1	
IC Applications		1
Web Site Issue (non-CIT)	1	

IC Ticket Report with Category Summary

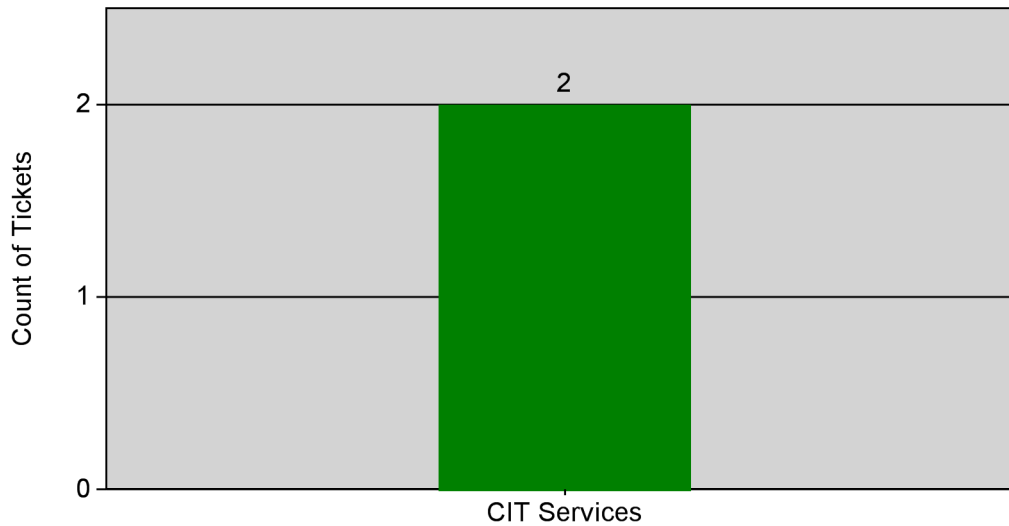


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Tickets By Category Summary



OT	2
CIT Services	2
CIT Categories	1
Email	1

IC Ticket Report with Category Summary

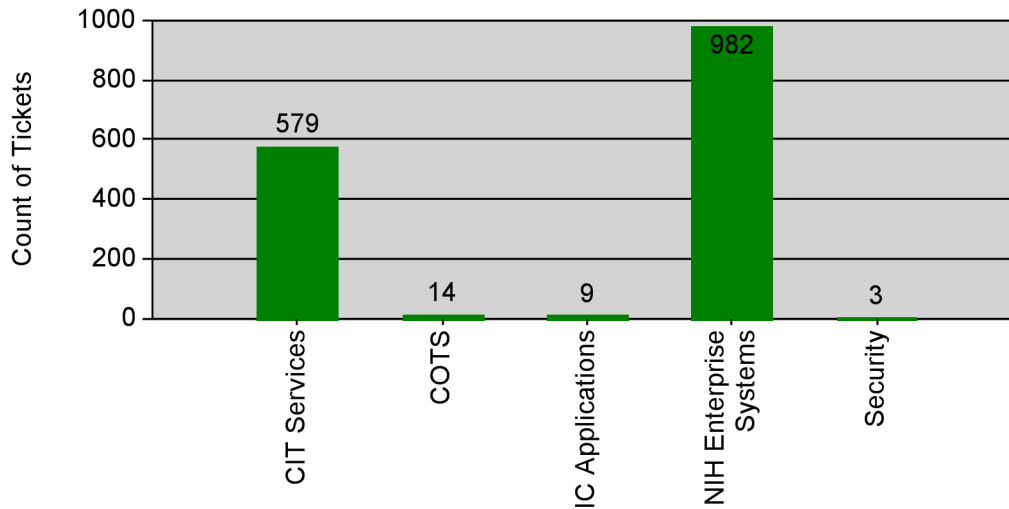


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Tickets By Category Summary



OTHER 1587

CIT Services 579

Accounts	208
Back Office Support	5
CIT Categories	154
Connectivity	5
Email	134
General Information	52
iSDP/Software Distribution	1
NIHnet	4
OS/390	6
Pubs	1
Training	1
Unix Support	1
Video	3
Wireless Services	4

IC Ticket Report with Category Summary



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COTS	14
Application Support	9
Hardware	5
IC Applications	9
CC Technical Operations	1
Web Site Issue (non-CIT)	8
NIH Enterprise Systems	982
Capital HR Non-App Specific	1
eRA-COMMONS	618
eRA-DB	4
eRA-External	309
eRA-Grants Management	18
eRA-IMPAC II	3
eRA-Infrastructure	2
eRA-Referral and Review	18
eRA-Software BA	1
ITAS	4
NBS-User Call	1
NED	1
NIH Data Warehouse	1
NIH Services	1
Security	3
NIHnet-Network Security	1
Security	2

IC Ticket Report with Category Summary

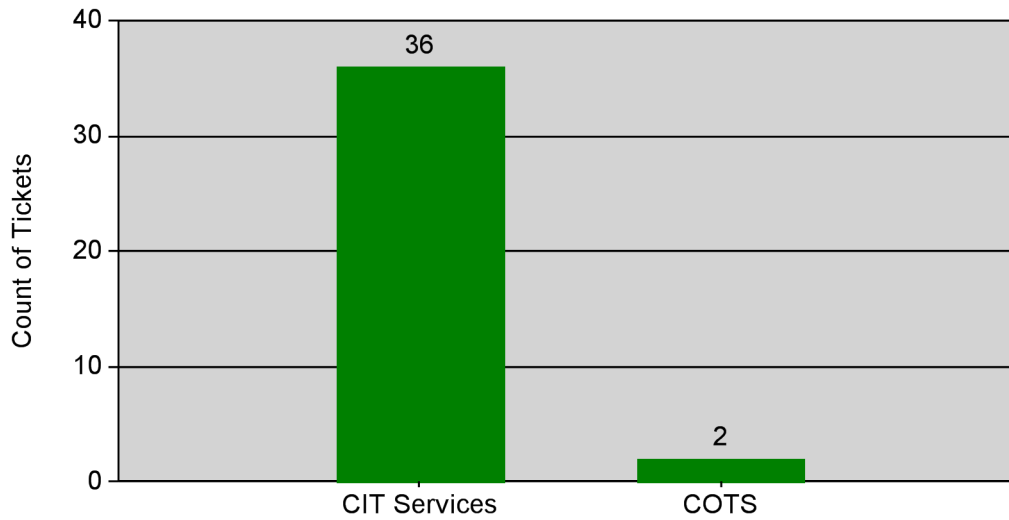


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Tickets By Category Summary



Region		38
CIT Services		36
Accounts	30	
Back Office Support	1	
Email	3	
Wireless Services	2	
COTS		2
Application Support	1	
Hardware	1	